
Cypress Health Region 2012 Long Term Care Family Experience Report

October 9, 2012

Resident and family focused care



Acknowledgements

This report was made possible through the Performance and Quality Management Department. Thank you to family members who responded to the questionnaire, answered our questions, and took the time to include their thoughts and experiences. Thank you also to those Long Term Care managers, directors, and staff who provided valuable feedback on the survey and the first public report released in 2011.

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Message from CEO and Executive Director of Health Services

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Dear Resident/Family Member,

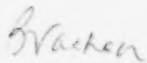
Cypress Health Region is pleased to present the results of our second annual Long Term Care satisfaction survey. Earlier this year, surveys were sent to the family of each long term care resident in the health region. The results have been tabulated and are presented for your information in the attached report.

Managers and staff in regional Long Term Care facilities use the results specific to their facility to develop programs and strategies to address resident concerns. Our goal is always that your family member will receive the best care possible, whichever long term care facility they live in.

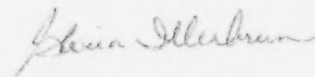
There is "no place like home" but our sincere wish is that our facilities can be as home-like for your family member as we can make them. With that in mind, the Region has embarked on a journey to implement the philosophies of the "Eden Model of Care". This is a model of care that is resident-centered and the "elder" (long term care resident) is involved in all the decision making regarding their care and in the operation of the facility. This is a long journey – we are told that it takes up to ten years to fully implement the model and we are just getting started.

We wish to thank all of the family members who completed the survey. It is your feedback that allows us to focus our improvement efforts where they matter the most to you, our residents.

Yours truly,



Beth Vachon
Chief Executive officer



Gloria Illerbrun
Executive Director Health Services

About This Report

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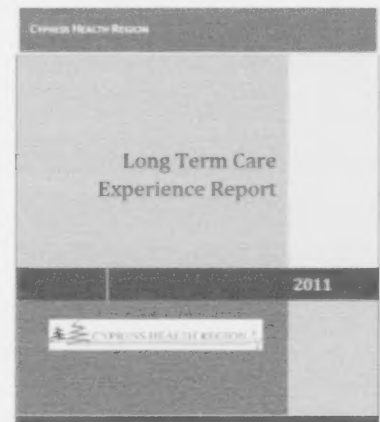
In keeping with Cypress Health Region's resident- and family-centred care philosophy, family members of Long Term Care residents were invited once again to share their experiences and to make suggestions for improvements. The response was excellent, similar to the year previous, with almost 60% participating. In addition, feedback from staff, managers, and family members has led to a couple new questions on the survey and to changes in how results are reported to each facility.

The survey is an important impetus for improvement due to the fact that it is done annually (to measure progress), covers a range of topics relevant to residents (quality of food, activities, nursing care, environment), and enables facility-by-facility comparison. Comparisons are done in the spirit of

"Comparisons are done in the spirit of improvement, where the hope is that a facility doing very well in one area can share their learnings with other facilities."

improvement, where the hope is that a facility doing very well in one area can share their learnings with other facilities. Results will also help facilities to identify challenges that require more attention. Perhaps the most important function of the survey is that it provides family

members a special opportunity to voice their opinions – in a confidential manner with no need to be concerned about offending staff. One in four respondents said they did not talk to facility staff about concerns they had because they thought staff would take it out on their family member. While staff and management are expected to respond professionally to all concerns, it is perhaps human nature to have such anxieties. The Region will continue to use the survey as a way to engage families and to listen to their experiences.



The Cypress Health Region Long Term Care (LTC) Experience Survey describes how we are doing, from the observations of the family of LTC residents, on various aspects of care. Results are presented for all of the LTC facilities in the Cypress Health Region according to chapters representing the themes in the survey. For most questions asked, four response options were given – never, sometimes, usually and always. Consistent, high-quality, resident-centred care is the ultimate goal for the Region and therefore

we only report the percent of responses where the type of care in question was “always” provided. This is best practice in the field of continuous, quality improvement. Since this is the second year using the redesigned survey, both 2011 and 2012 results are included.

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Long Term Care Family Member Survey

The Cypress Health Region's LTC Survey is done on an annual-basis in order to assess the quality of care being provided in all Cypress Health Region facilities and to watch for aspects of care that may need greater attention, as well as to give staff credit for areas where they have excelled. In 2010, the survey was redesigned using a questionnaire from the Consumer Assessment of Healthcare Providers and Systems (CAHPS) program, an organization that specializes in survey design and validation. This was done to ensure the information being collected is reliable and valid over time. After reviewing the 2011 report, a couple new questions were added to the survey (eg. food quality/variety and pain control). Because not every resident is able to complete a survey on their own, knowledgeable family members and friends were the survey recipients and were asked to answer questions as best they could from what they observe during their visits. Questions covered topics such as: kindness and caring of nursing staff; resident's basic needs; family experience with staff; care of belongings; perception of activities and services; and overall rating of the LTC facility.



In February of 2012, all families with a family member living in any of the 12 Cypress Health Region LTC facilities (including the St. Joseph Foyer in Ponteix) received a survey questionnaire in their monthly invoice.¹ The package included a letter to the family member, as well as the questionnaire, and a postage-paid envelope to return the completed survey. Surveys were returned to the Quality

¹ In some cases a family member is not the person who receives the resident's monthly invoice, but rather a friend. The decision was made to send the survey to those who receive the monthly invoice because there is no other centrally accessible database with all primary contact persons for Long Term Care residents. It was noted, however, that if the recipient knew of a more appropriate person to please ask them to complete the questionnaire instead.

department to ensure confidentiality. The only residents excluded were those who have a third party payee (Public Trustee, Social Services, WCB) handling their financial affairs and those who had been living there for less than one month. Overall, 58% (209 out of 360) of all people receiving a questionnaire returned it; a response rate that is commendable for a mail out survey and strengthens our confidence in the results reported here. It is this high response rate by family members that allow us meaningful comparisons within the Region and over time – so thank you! For the number of respondents and crude response rate for each facility, see Appendix A.

Limitations

There are a few limitations to be aware of when considering the survey results. To protect the privacy of the survey respondents from each facility, results were not presented for those with less than five responses as determined on a question-by-question basis. In conjunction, some facilities are quite small, and therefore had small numbers of surveys returned (<10). When dealing with small numbers, results can increase or decrease more easily. Results presented by facility should be interpreted with this in mind, especially from year-to-year in the smaller facilities (eg. Cabri, Leader, Mankota, and Eastend).

Executive Summary

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There was a 14-month lag between the two surveys and naturally one looks to see what has changed over this period. Looking at the Cypress Health Region's scores (overall), the majority of topics that we asked family members about held steady and saw no decline or improvement. Below are some of the areas where the Region either excelled or struggled, and where results changed.

Nursing care excellent

Treatment of residents by nursing staff continues to be an area where most of our facilities performed excellently. When asked if the nurses and aides treated their family member with courtesy and respect, 81% (overall) said "always". This rate was even a touch higher than the 2011 result of 79%. Similarly, 77% of respondents said the nurses and aides "always" treated their family member with kindness. Communication with nursing staff was rated positively, with 75% of family saying things were "always" explained in a way that was easy to understand.

Staffing levels

Family members continue to express concerns that there are not enough nurses and aides in the care facilities. Overall, 26% of respondents "always" felt the facility was sufficiently staffed, but the results varied depending on the facility, ranging from a low of 9% at the Swift Current Care Centre to a high of 56% in Mankota. Several comments provided by family members centred on this theme and gave voice to an overarching concern that residents are not always receiving the ideal amount of attention from nursing staff to meet their individual health and care needs.

Family involvement in decisions about care

In keeping with the vision of "resident- and family-focused care", each facility is expected to engage family members and the residents in care discussions. The hope is that each resident will have the best possible care experience. When asked if they were "always" involved as much as they wanted to be in the decisions about their family member's care, 54% agreed. Moving forward, some high-performing facilities like Ponteix (73%) and Shaunavon (71%) may have some suggestions for ways to improve family engagement and satisfaction when it comes to care decisions.

Quality and variety of food

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New to this year's survey were two questions around food quality and variety. Interestingly, ratings on meal quality ranged from a low of 19% (saying "very good or excellent") to 89%. In general, higher ratings went to the rural facilities and lower to the Swift Current facilities where a different food preparation approach is used, although there were a couple exceptions to this. Comments provided by family members offered both praise ("The food is superb!") and criticism ("I think there is not much planning taken in making the meals and that meals are slapped together."). Jurisdictions across Canada are exploring new options for providing better quality of food to people living in Long Term Care facilities and are working to implement meal programs that provide fresher, more nutritious, and tastier food options.

Progress on lost or damaged clothing

The 2011 survey found when using the laundry service that almost half of residents (48%) had clothing that was damaged or lost. Efforts are being made on an on-going basis to work on this concern and to ensure residents' clothing are treated more carefully. In 2012, the rate dropped to 43%. There is more work to do, but a drop of 5 percentage points is commendable.

Therapy and Activities

Providing activities for LTC residents helps to fill the days, and is also important for maintaining quality of life. About half of the respondents reported that their family member "usually or always" participates in either group or one-on-one activities offered in the facility. It should be kept in mind that the abilities of the residents are varied – some have limitations that prevent them from participating. Resident involvement in fulfilling and interesting activities declined slightly in 2012, with fewer family members rating this in optimal terms (75% in 2011 vs. 71% in 2012). Ratings on this question dropped for all facilities, except Leader, Maple Creek, and Ponteix. Some family members made comments asking for a greater variety of new activities to be offered.

Physical or occupational therapy services are sometimes required to help maintain an individual's quality of life. The percentage of respondents who said their family member received therapy services

in the last 6 months increased from 21% in 2011 to 43% in 2012. Availability of physical therapy was a key concern in the last survey. Since then, the amount of therapy provided to residents has increased substantially (according to program statistics from the Regional Therapy Manager) and family member satisfaction went up accordingly. The majority (84%) said that therapy met the goals of their family member.

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Overall ratings of care

Two survey questions are used to summarize family member's overall impressions of the care being provided. First, each respondent is asked to rate the care at the facility on a scale from 0 to 10. It is common practice in quality improvement work to report the percent of "10s" as a marker, ensuring the Region is making progress in the quality of care being provided. The same question is asked of patients who receive care in our hospitals. In 2012, 40% of family members rated care in the LTC facility as a "10" – a slight dip from 43% in 2011. Similarly, family members are asked if they would recommend the care facility to others. This year 61% (overall) said they would "definitely" recommend the facility – again, a slight drop from 69% in 2011, but overall a strong rating.

Anchoring our results

A key challenge to interpreting the results from the 2012 and 2011 LTC surveys is there is no provincial benchmark for comparison. There have been discussions about implementing a similar survey in all Saskatchewan health regions, but until that time, each facility will simply be compared to the regional average and to one another. Having said that, Alberta had adopted a LTC survey very similar to our questionnaire and we were able to assess Cypress' performance against their results (1). The good news was that Cypress Health Region (overall) exceeded Alberta's average performance on every question, sometimes by a substantial margin. An interesting analysis from the Alberta report found that the highest performing facilities were those where family members felt there were enough nurses and aides; personal clothing was lost or damaged infrequently; and residents' activities of daily living were attended to promptly (ie. toileting, food or drink). In addition, the high performers tended to be smaller in size (eg. 66 vs. 177 beds) and to be publicly operated (as compared to voluntary or private institutions).

Final Thoughts

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When the LTC survey was redesigned in 2011, the hope was to provide managers and staff with on-going feedback from family to guide improvement work. While the surveys are not filled out by the residents' themselves, family members are important resources and are able to help us determine what changes should be made to optimize their loved one's experience.

An attractive feature of this report is that it is completed annually to help us identify concerns on an on-going basis. Since 2011, more residents in Cypress facilities appear to have been provided physical and occupational therapy services and handling of personal laundry improved. We have observed declines too – such as the drop in satisfaction with activities. It is important to Cypress Health Region that our residents and their families feel they are receiving the best care possible, and should put forward every effort to meet this goal.

When going through the report, one will notice that the results are often broken down by facility. The reason for doing this is to provide facility-specific feedback that will identify priority areas for improvement work. What may appear to be a priority for the Region may not be an issue for some facilities and the opposite may be true too. The expectation is that managers and staff will look at their facility's results, and ask themselves what they can do to improve care for their residents. A summary table of each facility's Quality of Care indicators is available in Appendix B (page 65).

Strengths that shone through!!

- ✓ *Courtesy and respect*
- ✓ *Kindness*
- ✓ *Explaining things in a way that is understandable*

Areas that need attention!

- ✗ *Nursing and aide staffing levels*
- ✗ *Meals quality and variety*
- ✗ *Pain control*
- ✗ *Family involvement in care decisions*

Chapter 1: The Resident

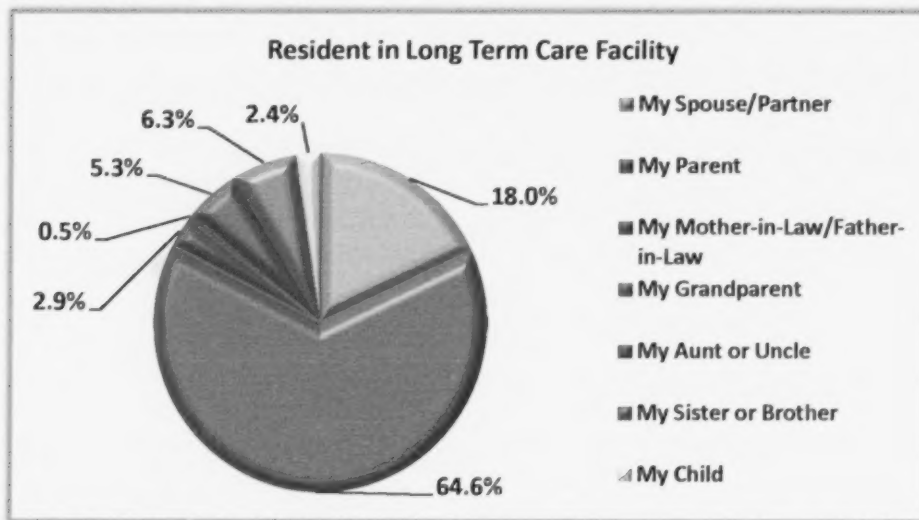
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The first part of the survey asked some general questions about the person living in a Cypress Health Region LTC facility, including their relationship to the resident, amount of time spent living in the facility, and their general health and mental state. This information is important for understanding who the residents are. Demographic questions were also asked about the survey respondents (the relative of the LTC resident); this information is presented in Appendix A.

Most individuals completing the questionnaire were children of the resident (64.6%), followed by spouses (18.0%) and siblings (6.3%).

Figure 1.1



A little over 70% of the LTC residents have lived in their care facility for over a year. Most of the survey respondents (91.9%) expect their family members to live in a LTC facility permanently.

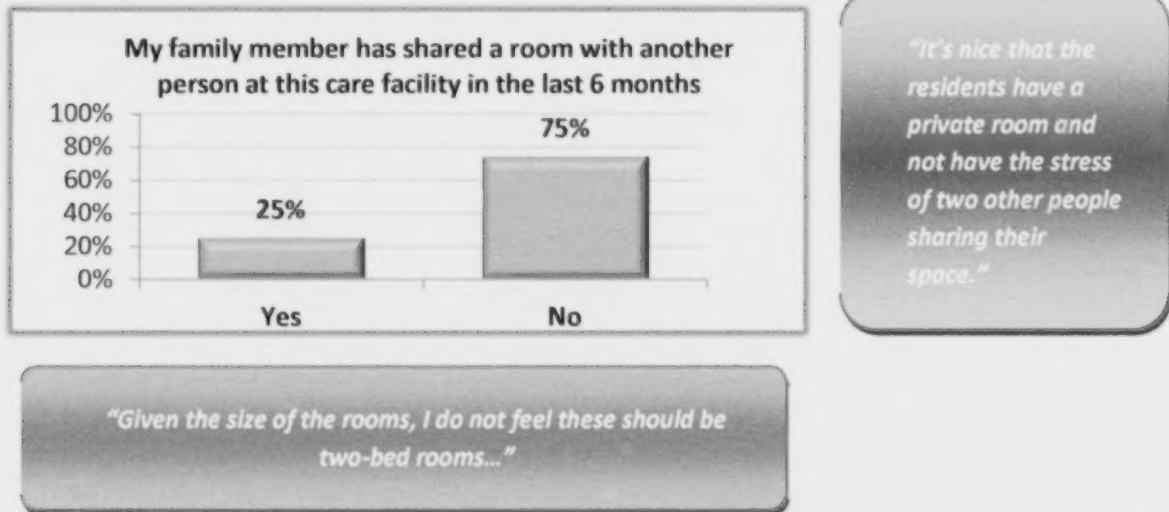
Figure 1.2



On occasion residents may have to share a room with another person at the facility. The majority of the survey respondents stated that their relative has not shared a room in the past 6 months (75%)

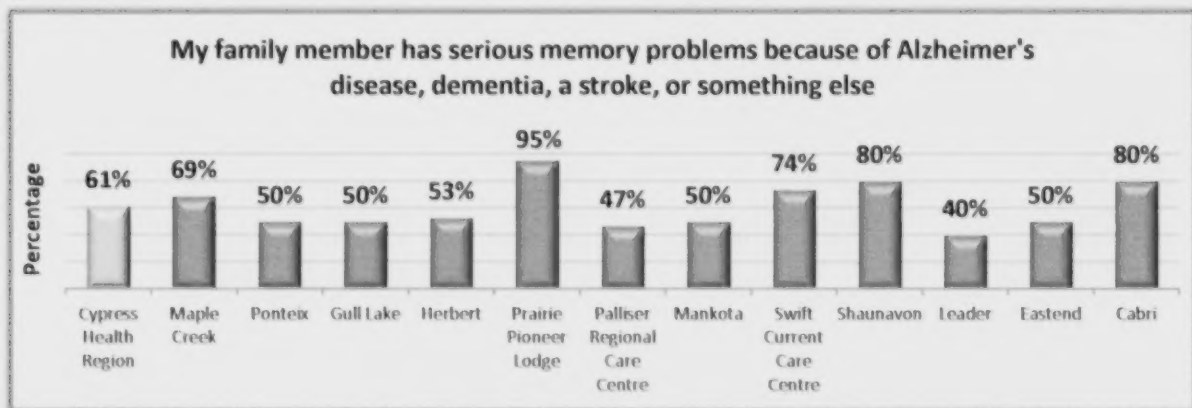
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Figure 1.3



Many people living in a long term care setting experience memory problems or suffer from dementia. However, client characteristics change over time and some facilities specialize in care for specific care needs. In Cypress Health Region, 61% of survey respondents reported that their family member has serious memory problems. The Prairie Pioneer Lodge (95%), Cabri (80%), and Shaunavon (80%) had the highest proportion of residents reported to have serious memory problems, while Leader had the lowest (40%). And while cognitive problems are prevalent, many respondents (44%) said their family member is "usually or always" capable of making decisions about their own life, including when to get up, what clothes to wear, and which activities to do.

Figure 1.4



Chapter 2: Visits with Family Members in LTC

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When a family member visits their relative, they observe daily life in the LTC facility, and form opinions, both positive and negative, about the care provided. It is very important that they feel their family members are receiving the best care, and have the highest possible quality of life. The visitors are looking to see that their relatives' needs are being met, and that they are treated with respect, kindness, and caring. The second part of the survey asked the respondents about their observations while visiting their family members.

Some survey respondents have more contact with their family member or friend in their care environment than others and this should be kept in mind as it may affect their impression of the typical care provided in the facility. Having said this, Cypress Health Region's goal is to provide excellent care consistently; therefore impressions from someone who is only able to visit on occasion are valuable too. In the six months prior to filling out the survey, over half (59.3%) of the respondents reported that they had visited their relative more than 20 times. Most of the people (76.9%) completing Cypress' LTC family member survey saw the resident at least twice each month and often more.

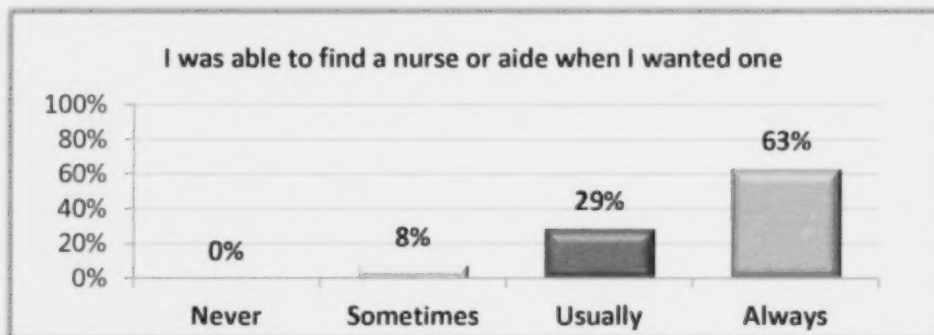
Figure 2.1



Availability of Nurses and Aides

In the last 6 months, almost 8 out of 10 respondents reported that on one of their visits they had tried to find a nurse or aide. When attempting to find a nurse or aide, 63.2% reported “always” being able to find one, while 28.8% were “usually” able to find one, making up the large majority of the responses (92%).

Figure 2.2



Here we report the percentage of respondents who said that they “always” found a nurse or aide when they wanted one, as opposed to “sometimes”, “usually”, or “never”. The regional result was very similar to one year prior, with 63% saying they “always” found a nurse or aide when they wanted one. Ponteix and Eastend scored the highest with 85% and 78% of respondents reporting “always”. Palliser Regional Care Centre, Swift Current Care Centre, and Herbert had the poorest rating with percentages below 55%. In 2012, most facilities had scores similar to their 2011 performance, with the exception of a notable drop in Mankota, Herbert, and Ponteix and a substantial increase in Leader.

Figure 2.3



*Cabri's response number for 2011 was too small to report.

Treatment by Nurses and Aides

In the care of the residents, it is very important to both the resident and their family that they be treated with respect. When asked if they saw nurses and aides treat their family member with courtesy and respect, 81.1% of respondents reported "always".

Figure 2.4



When examining the "always" responses by facility, almost every rural facility performed above the regional average of 81%. Cabri and Eastend had the highest rates. Palliser Regional Care Centre (70%) and Herbert (71%) had the lowest percentages, with 3 out of 10 respondents not "always" witnessing courtesy and respect.

Figure 2.5

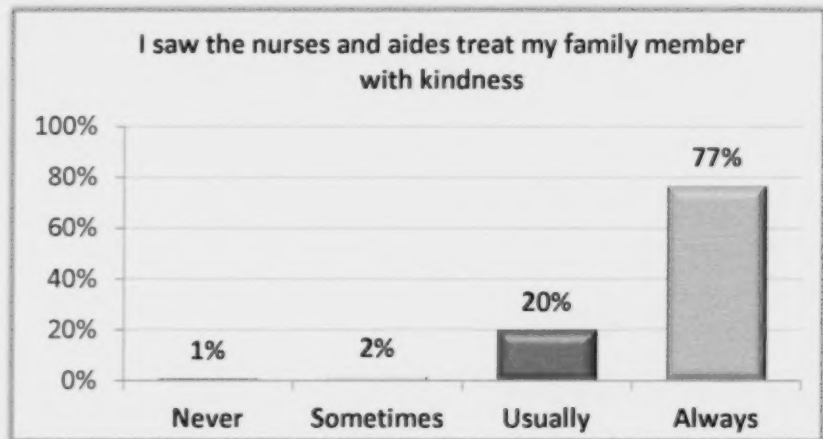


*Cabri's response number for 2011 was too small to report.

Just as important as courtesy and respect, kindness is a key component of the care provided to the residents. More than three quarters of respondents reported that their family members were “always” treated with kindness. 19

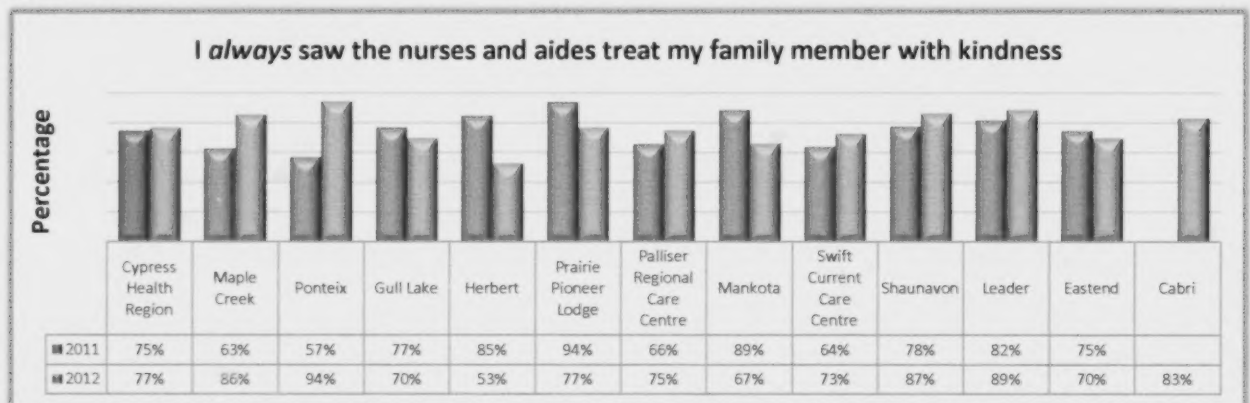
“My family and I are happy to have my Dad in this facility where he is content to be and is so well cared for. It has given us peace of mind knowing that he is treated with respect and kindness by all personnel.”

Figure 2.6



While the regional average was 77%, the percent of respondents reporting they “always” saw nurses and aides treat their family member with kindness varied by facility. Ponteix and Leader had the highest percentages at 94% and 89% (respectively), while Herbert came in lowest at 53%. Comparing results over the two time periods, Herbert, Prairie Pioneer Lodge, and Mankota experienced noticeable declines, while Maple Creek and Ponteix saw sizeable improvements.

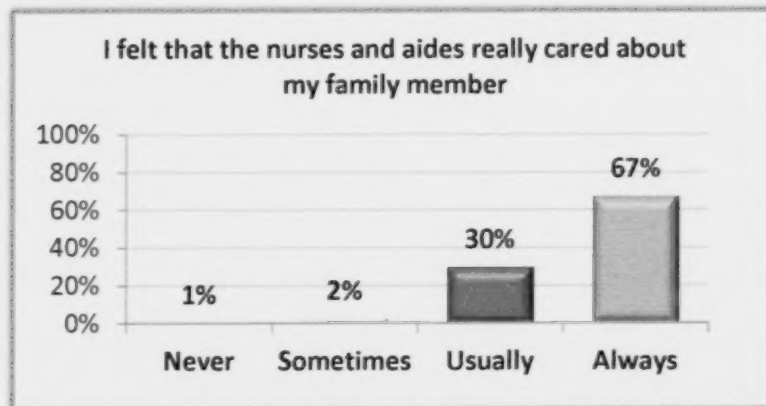
Figure 2.7



*Cabri's response number for 2011 was too small to report.

Because family cannot be with the resident much of the time, it is comforting to feel that staff sincerely care about them. While most respondents (67%) said they “always” felt nurses and aides really cared about their family member, the results here were not quite as favourable as for the question on being treated with kindness (77%).

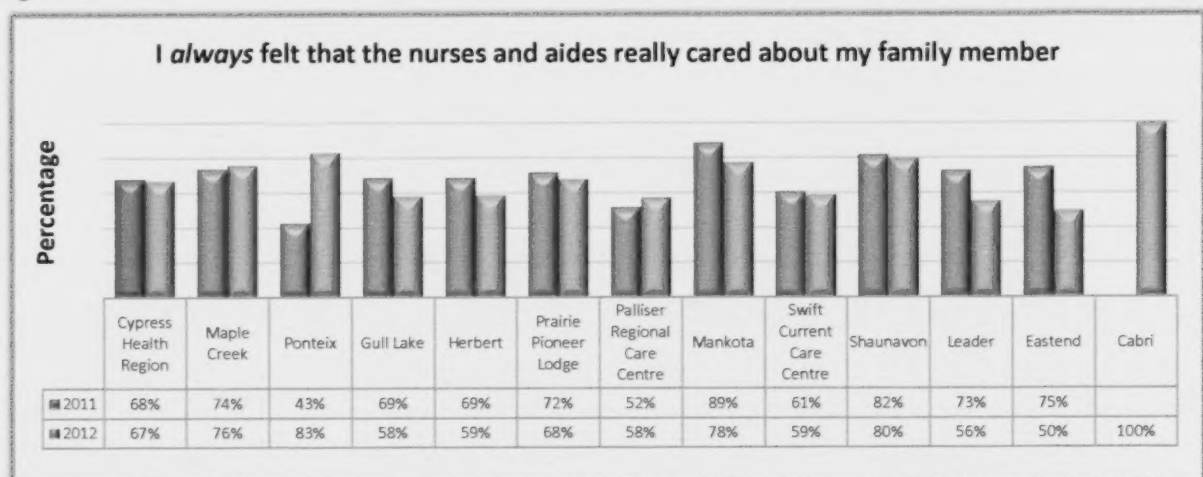
Figure 2.8



“Our family is extremely happy with Mom’s care at the Eastend long-term care facility. All the staff go out of their way to make her feel loved and ‘at home’.”

Ponteix came in at the top at 83%, which was a fairly dramatic improvement from 2011. On the other hand, Eastend (50%) and Leader (56%) result dropped this year, leaving them with the lowest percentages.

Figure 2.9

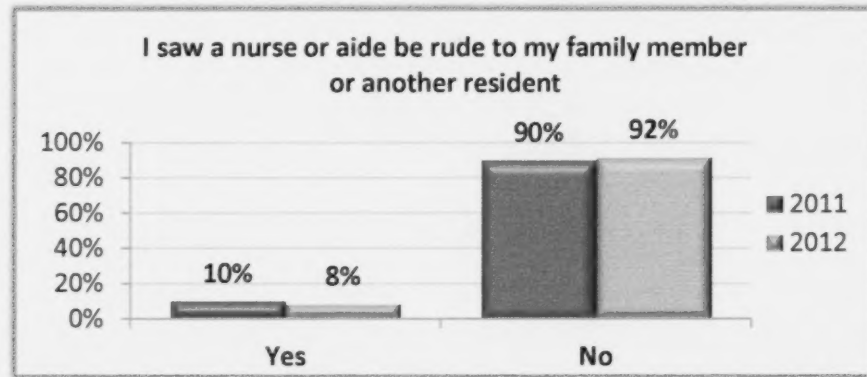


*Cabri's response number for 2011 was too small to report.

While it is quite uncommon for respondents to report that a nurse or aide was rude to their relative or another resident (8.5%), this is highly undesirable behavior and warrants attention.

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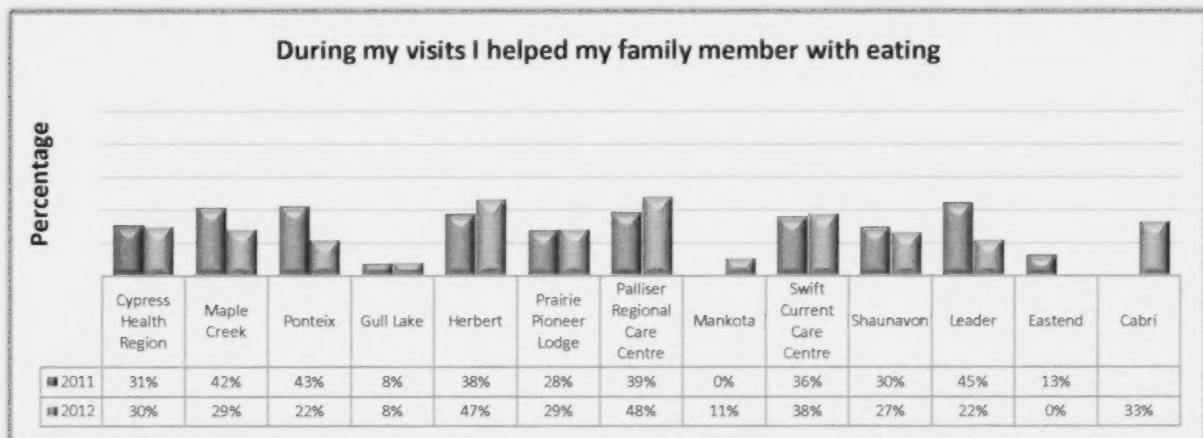
Figure 2.10



Help with Daily Activities

When family members and friends visit the LTC residents, they may be comfortable and willing to help the resident with such things as eating and drinking. Having family members involved with these daily activities is encouraged as it is often very beneficial for the resident. The survey asked the respondents "In the last 6 months, during any of your visits, did you help your family member with eating?" Within the region, 30% of respondents reported that they had helped their family member to eat during one of their visits. This percentage varied by LTC facility, but all percentages were below 50%.

Figure 2.11



*Cabri's response number for 2011 was too small to report.

There are many reasons why the respondents may help the resident with eating. It is important to recognize that the reason for helping is not necessarily due to the staff making them wait or not helping. Having said that 22% of respondents reported that they helped their relative eat because the nurses and aides didn't help or made them wait too long. This rate doubled since 2011. Maple Creek, Herbert, and Swift Current Care Centre were the facilities where family members were the most likely to report this.

Figure 2.12

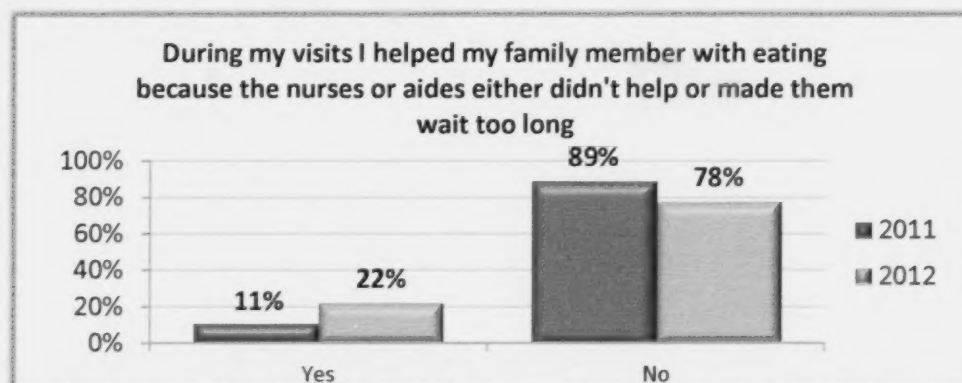
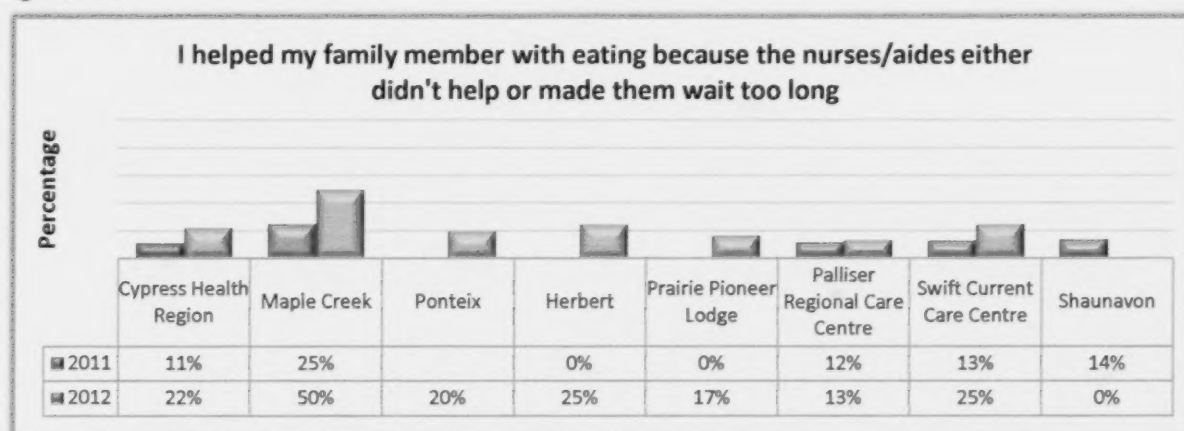


Figure 2.13



*Gull Lake, Mankota, Leader, Eastend and Cabri's response number was too small to report. Ponteix's 2011 response number was too small to report. This suggests that family members rarely help residents with eating because there was no help or they were made to wait too long.

Very similar to the question about eating, 31% of respondents in CHR helped their family member with drinking on one of their visits in the last 6 months. The responses, again, varied by facility. Maple Creek and Cabri had the highest percentages at 48% and 50% respectively.

Figure 2.14



*Cabri's response number for 2011 was too small to report.

When asked if they helped because the nurses either didn't help or made them wait too long, 25% of family members said "yes". This rate doubled since 2011. Maple Creek and Herbert had the highest rate and have increased since 2011.

Figure 2.15

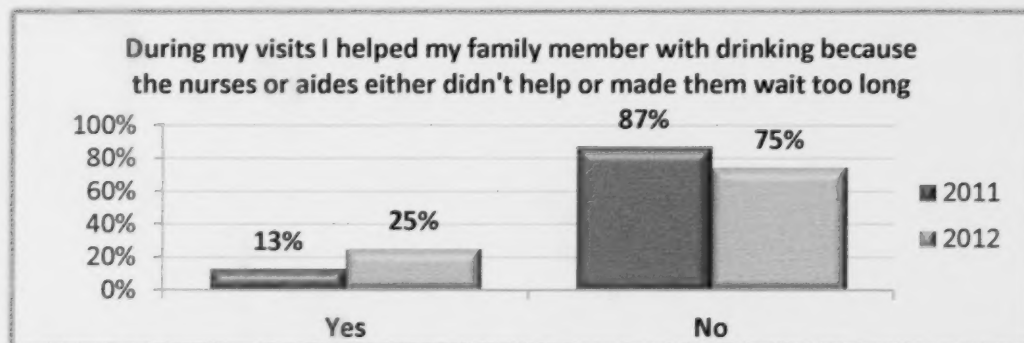
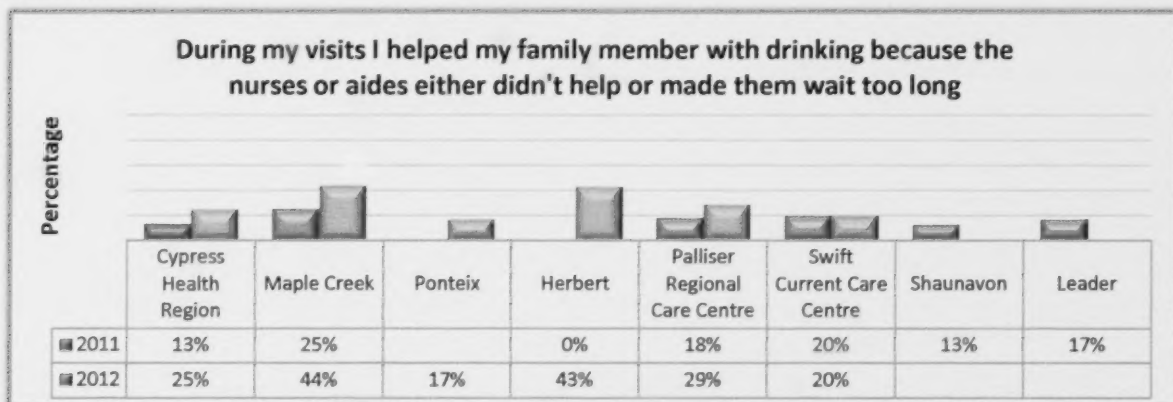


Figure 2.16

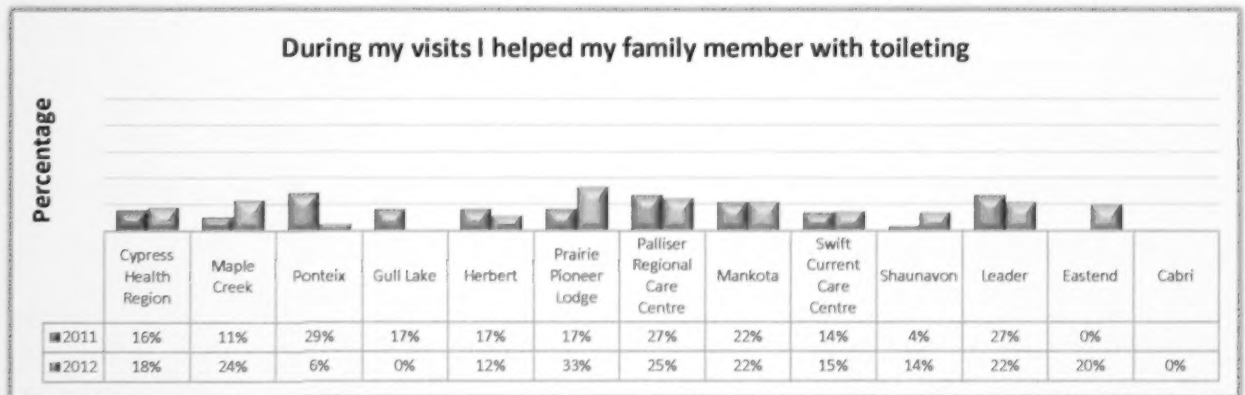


*Cabri, Eastend, Leader, Shaunavon, Gull Lake, Prairie Pioneer Lodge, and Mankota's response number was too small to report.

*Ponteix's 2011 response number was too small to report.

Help toileting includes helping someone get on and off the toilet or helping change disposable briefs or pads. Due to safety concerns, visiting family and friends are generally not to help with toileting, but are instead encouraged to find a nurse or aide if the resident needs assistance. A low percentage of respondents (18%) reported helping their family member with toileting overall, but the rate varied by facility. The highest percentages were in Prairie Pioneer Lodge (33%), Palliser Regional Care Centre (25%), and Maple Creek (24%).

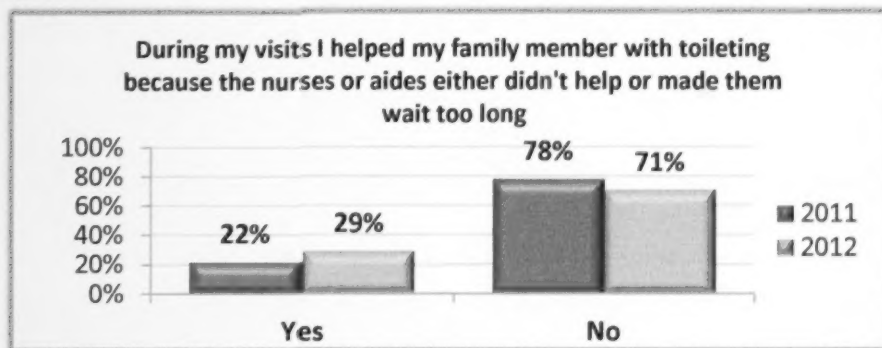
Figure 2.17



*Cabri's response number for 2011 was too small to report.

It is very important that the family and friends of the residents feel their family member is assisted with toileting in a timely manner due to the discomfort waiting may cause. It is also a safety issue if the resident tries to toilet without proper assistance. Out of those family members who helped the resident with toileting (18%), approximately 3 out of 10 did so because the nurses and aides didn't help or made them wait too long. This rate increased slightly since 2011 and was most commonly reported by family of residents at the Palliser Regional Care Centre and the Prairie Pioneer Lodge.

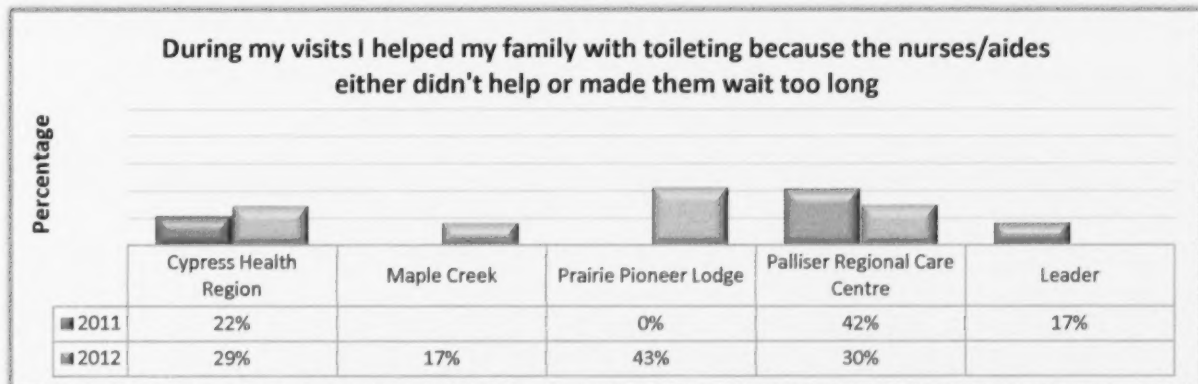
Figure 2.18



"I know there is a shortage of staff, but sometimes the wait for help seems to take a long time. (Swift Current Care Centre)"

Figure 2.19

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*Ponteix, Gull Lake, Herbert, Mankota, Swift Current Care Centre, Shaunavon, Leader, Eastend, and Cabri's response number was too small to report.

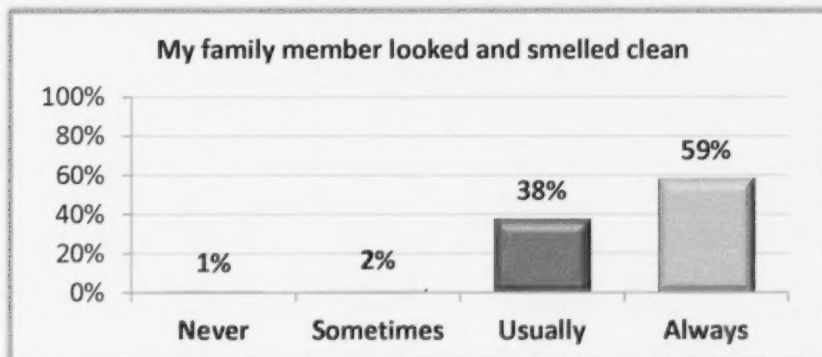
*Maple Creek's 2011 response number was too small to report.

This suggests that very few family members helped residents with toileting in those facilities.

Patient Hygiene

When visiting, one of the initial things respondents notice is if their family member looks and smells clean. This very basic assessment certainly contributes to their overall opinion of the quality of care provided at the facility. Over half of respondents (58.6%) reported that their family member "always" looked and smelled clean. Of the rest of the responses, 38% reported "usually", 2% said "sometimes", and 1.0% reported that their relative "never" looked and smelled clean.

Figure 2.20

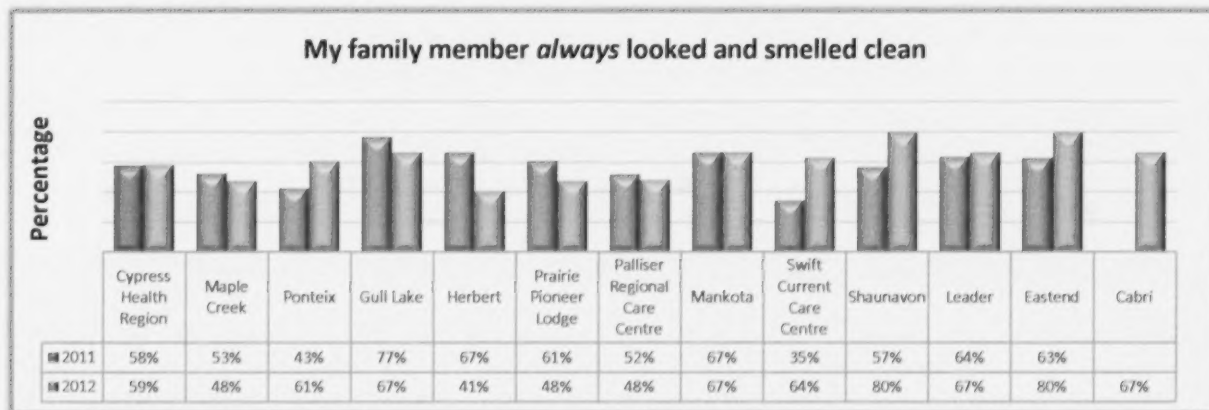


The percent of "always" responses fluctuated according to facility. The facility with the greatest proportion of "always" responses was Shaunavon and Eastend (80%). In contrast, the lowest percentages of responses were at Herbert (41%) and Prairie Pioneer Lodge (48%), Palliser Regional Care Centre (48%), and Maple Creek (48%), where about 5 out of 10 respondents reported a response

other than “always”. Compared to 2011 results, Ponteix, Swift Current Care Centre, Shaunavon, and Eastend all improved notably. Results in the Prairie Pioneer Lodge and Herbert dropped.

26

Figure 2.21



*Cabri's response number for 2011 was too small to report.

Pain Control

Helping to alleviate pain for a resident can greatly increase their overall quality of life. There are many best practice resources available to assess people's pain and develop a plan to help reduce the experience of pain. One local tool is the MDS and its associated manuals, which are meant to help nurses develop individual care plans for each resident. When



asked if their family member's pain was "always" well-controlled, the results ranged from 27%-88%. Interestingly, the facilities that did well on other survey measures also were rated better on this question. As a follow-up, family members were asked if they felt staff did everything they could to help with the resident's pain. The majority (75%) believed staff "always" did what they could to help, with some facility-by-facility variation.

Figure 2.22



Figure 2.23

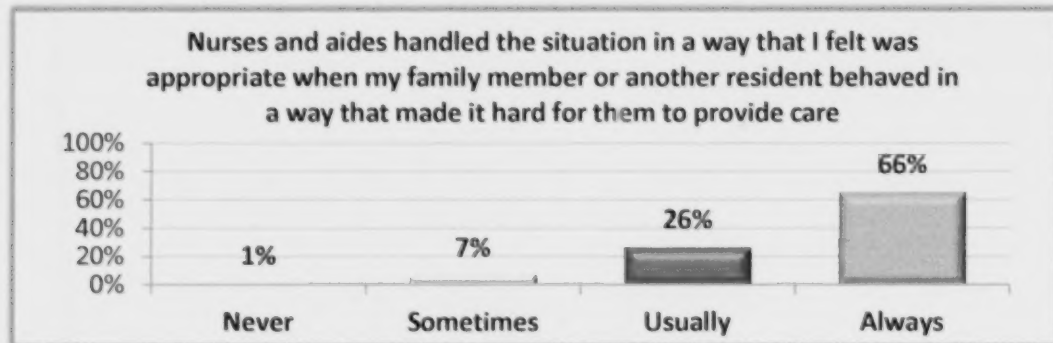


*Cabri's response number was too small to report.

Handling Difficult Situations

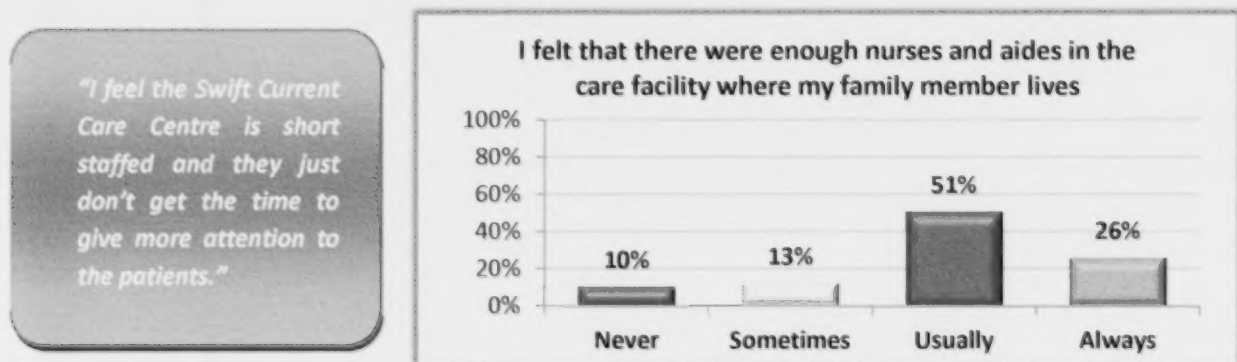
Sometimes residents make it hard for nurses and aides to provide care by doing things like yelling, pushing, or hitting. Just over 26% of respondents reported seeing their family member or another resident behave in a way that made it hard to provide care. When dealing with these residents, 65.5% of respondents reported that the nurses and aides “always”, and 26.4% “usually” handled the situation appropriately.

Figure 2.24



An important issue in Cypress Health Region is having the appropriate number of nurses and aides working in each facility. When asked if they felt there were enough nurses and aides in their family member's facility in the past 6 months, the majority of respondents reported “usually” (50.8%) and “always” (26.1%). Still an important finding was that almost one in four respondents (23.2%) said there were “never/sometimes” enough nurses and aides.

Figure 2.25



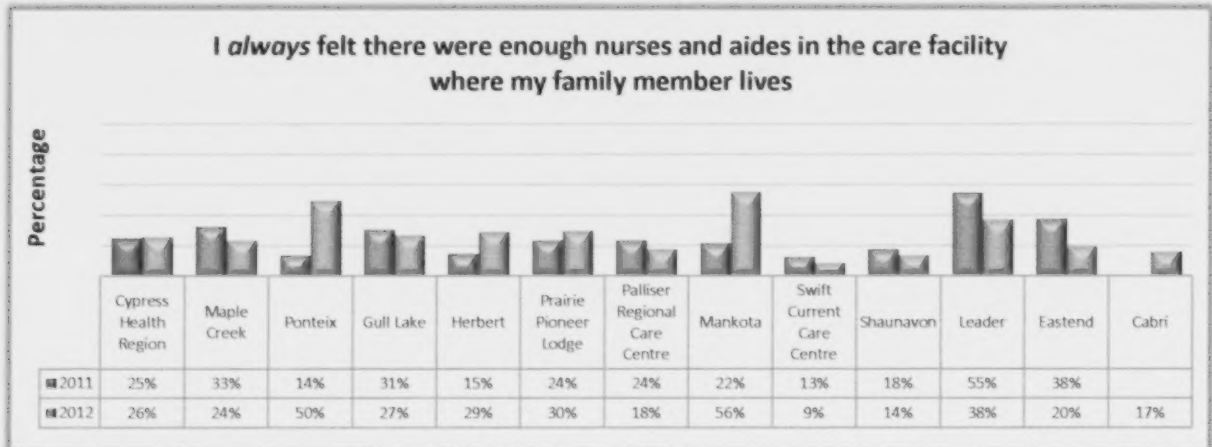
"I feel the Swift Current Care Centre is short staffed and they just don't get the time to give more attention to the patients."

"I find that the staff, for the most part, are very kind, giving people, but they are short-handed and many times over worked. (Maple Creek)"

When the percent of “always” responses were broken down by facility, the percentages varied greatly to the regional average, with some exceptions. Mankota (56%) and Ponteix (50%) had the highest percentages and both experienced large increases since last survey. While Swift Current Care Centre (9%), Shaunavon (14%), and Cabri (17%) had the lowest percentages and had similar low ratings previously.

29

Figure 2.26



*Cabri's response number for 2011 was too small to report.

Chapter 3: Experience with Facility Staff

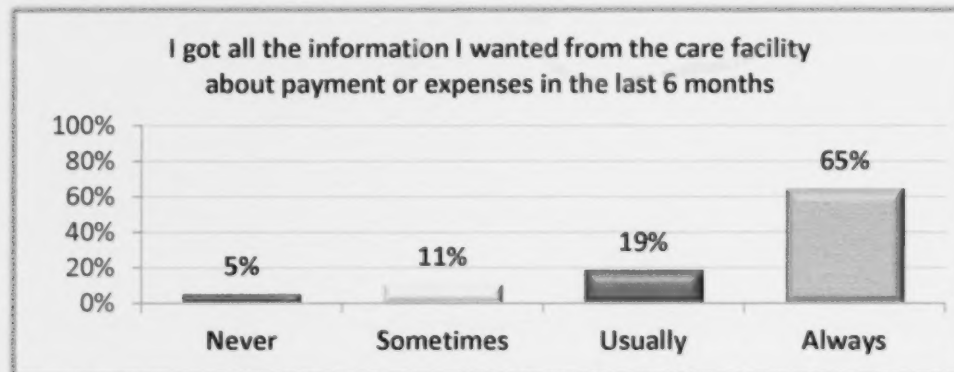
30



Another important aspect of a family member's visit to the LTC facility is their own interaction with nurses, aides, and other staff members. Being able to ask questions, and receive appropriate answers in a timely fashion is expected, and the best way to maintain communication with the resident's family. This section presents results pertaining to the survey respondent's interaction with the facility's staff.

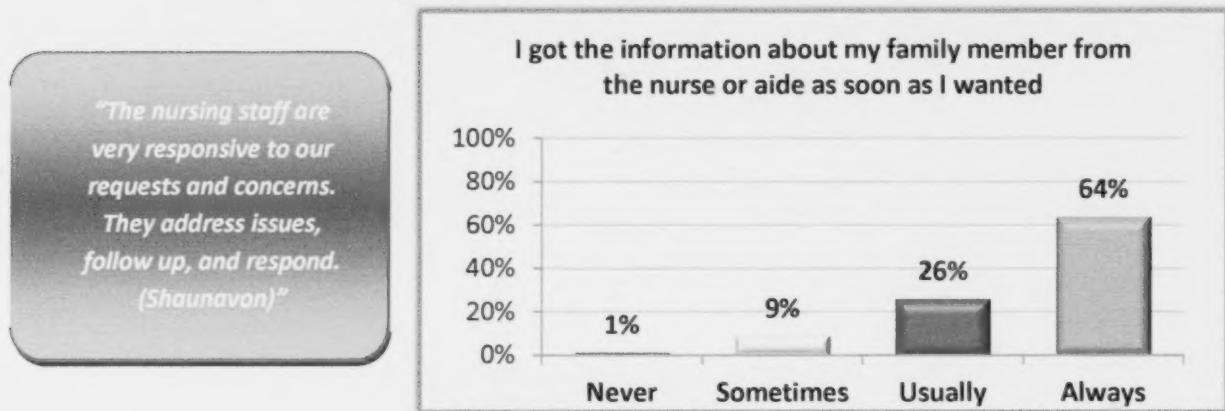
An important role of family members in the care of the residents is through the organization of payments and expenses. On occasion, there may be questions for the LTC facility regarding this subject. In the 6 months prior to filling out the survey, 3 out of 10 respondents reported that they asked the LTC facility for information about payments and expenses. Of those requesting information, 65% "always", and 19% "usually" received all the information about payment and expenses that they wanted.

Figure 3.1



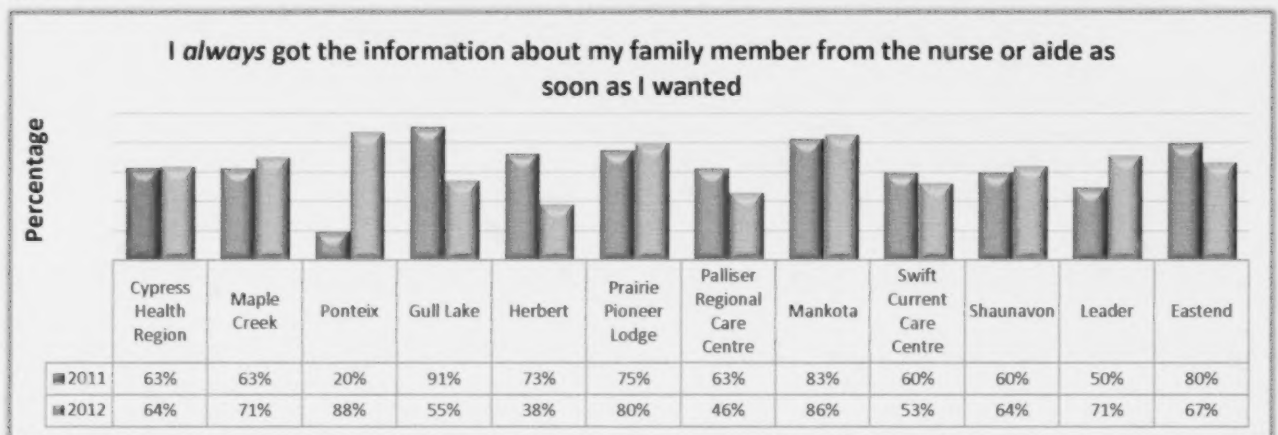
When visiting, it is likely that family members will have questions for nurses and aides about the resident. In the last 6 months, nearly 81% of respondents reported that they wanted to get information about their family member from a nurse or aide. When seeking information, 63.9% of respondents were "always", and 26% were "usually" able to get the information from a nurse or aide as soon as they wished. On the other hand, 8.9% were only "sometimes", and 1.2% were "never" able to get the information as soon as they wanted.

Figure 3.2



When examining the percentage of "always" responses by facility, the most notable difference was in Herbert, where the result was only 38%. This was significantly below the regional average of 64%, and a great deal below the top performer (Ponteix) at 88%. Over the two year period, the facility that saw the greatest improvement in this area was Ponteix, by a remarkable four-fold increase! Gull Lake, Herbert, and the Palliser Regional Care Centre did more poorly this time around, as far as being responsive to family members' questions about billing information.

Figure 3.3

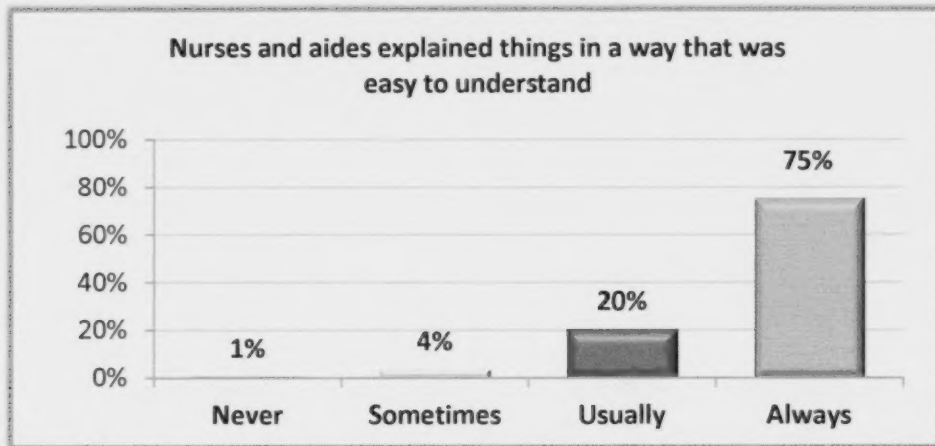


*Cabri's response number was too small to report.

The large majority (75.4%) of respondents reported "always" receiving information from nurses and aides that was easy to understand. Conversely, the percent reporting "sometimes" and "never" were 3.5% and 0.6% respectively.

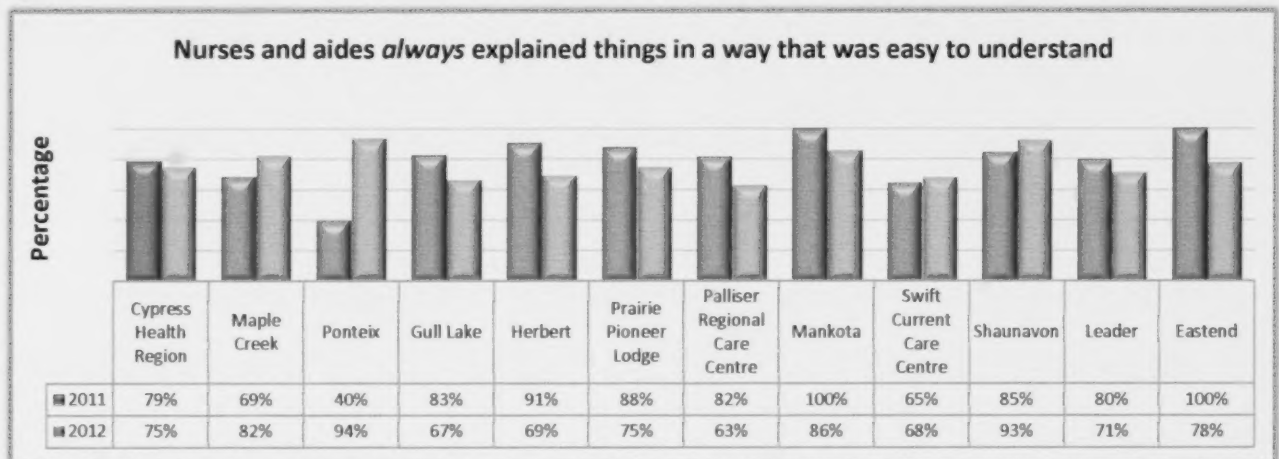
Figure 3.4

33



In the Cypress Long Term Care facilities, nurses and aides generally did very well explaining things in a way the respondents understood. With the exception of Palliser Regional Care Centre (63%), Gull Lake (67%), Swift Current Care Centre (68%), Herbert (69%), and Leader (71%), all other facilities had “always” responses at or above 75%. Ponteix, Shaunavon, and Mankota stand out as top performers. Ponteix’s 2012 result was a substantial improvement over its previous result, 94% vs. 40% (respectively).

Figure 3.5



*Cabri's response number was too small to report.

Chapter 4: The Care Facility

34

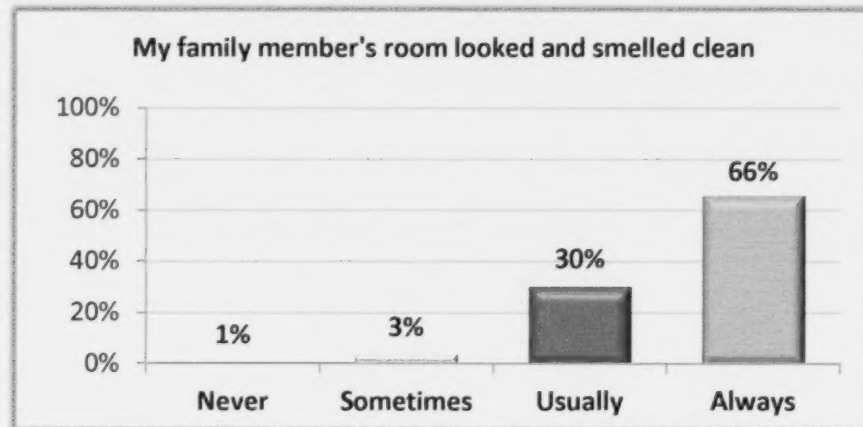


When visiting a LTC facility, the appearance and cleanliness of the common areas and rooms directly impacts a person's opinion of the quality of the facility. Having clean common areas and private rooms gives a good impression to the resident's guests, and reflects positively on the quality of care received. Still research has shown that people's perception of cleanliness is not as straightforward as one might think. There are several factors that lead people to decide if a facility is "dirty" or "clean" (2). Appearance of the environment (eg. clutter, fresh paint, general décor), physical cleanliness (eg. dust or grime), smell, and staff behavior all have an impact. A clean facility is critical to reduce the spread of germs and preventing outbreaks, which are another key measure of facility cleanliness. This chapter reports results involving the care facility and its services.



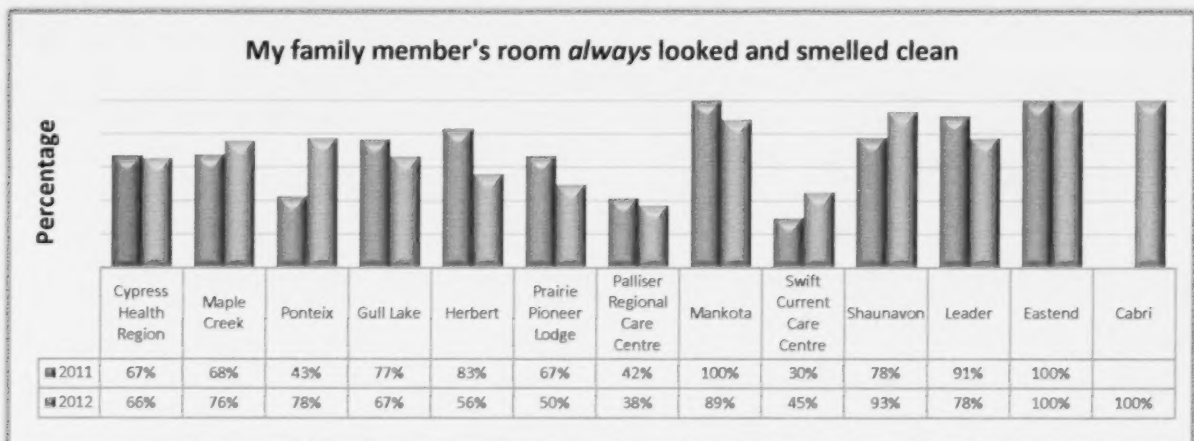
The percentage of respondents reporting that their family member's room "always" looked and smelled clean was 66%. Together with the proportion of "usually" responses (30%), over 95% of respondents said the room usually/always looked and smelled clean.

Figure 4.1



In terms of percentages by facility, Eastend, Cabri, Shaunavon, and Mankota all stood out with 9 out of 10 respondents reporting their relative's room was "always" clean. Palliser Regional Care Centre (38%), Swift Current Care Centre (45%), Prairie Pioneer Lodge (50%), and Herbert (56%), on the other hand, were below the regional average (66%). Age and condition of the facility may play a factor in family's perceptions of cleanliness.

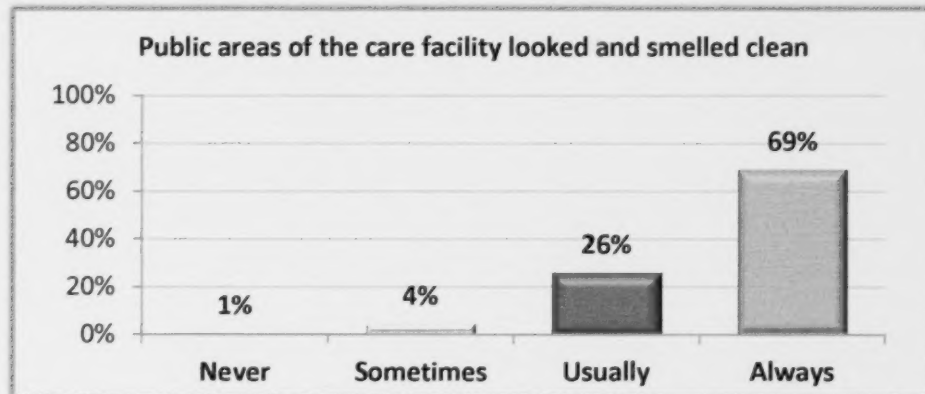
Figure 4.2



*Cabri's response number for 2011 was too small to report.

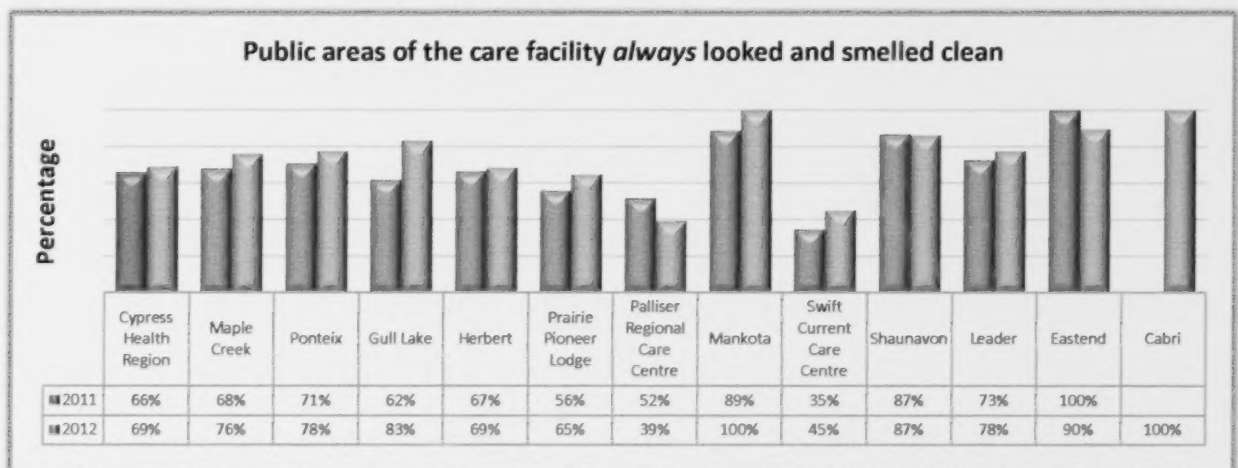
When a visitor walks into a LTC facility, their first impression is formed by the look and smell of a public area. It is therefore very important that these areas be clean and inviting. Most (69%) of the respondents reported the public areas “always” looked and smelled clean, while 26% said “usually”.

Figure 4.3



Mankota (100%), Cabri (100%), Eastend (90%), and Shaunavon (87%), had very positive responses to this question coming out as the top facilities. In general, the rest of the facilities were rated close to the regional average of 69%. Most facilities improved somewhat from last year, perhaps following some changes that were implemented as a result of the *2011 LTC Experience Report* (eg. to address concerns about unpleasant smells in the facilities).

Figure 4.4



*Cabri's response number for 2011 was too small to report.

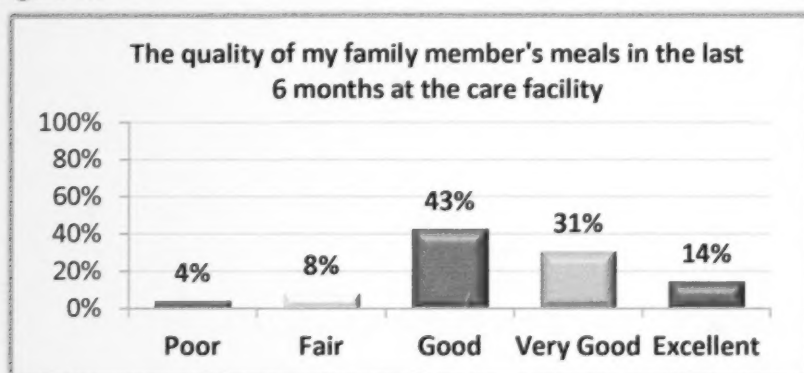
Meals

38

Food plays an important role in one's overall quality of life – both as a source of nutrition and energy, as well as a source of enjoyment and pleasure. A question was added to this year's survey to inquire about family member's opinions around meal quality and variety ("excellent, very good, good, fair, poor"). Regionally, 45% said the quality was "excellent or very good"; 43% said "good"; and 12% said "fair or poor". Results differed across facilities; Mankota, Ponteix, and Shaunavon received the highest ratings. The three Swift Current facilities, Eastend and Cabri were rated below the regional average. Food preparation in the city facilities differs from that in the rural facilities.

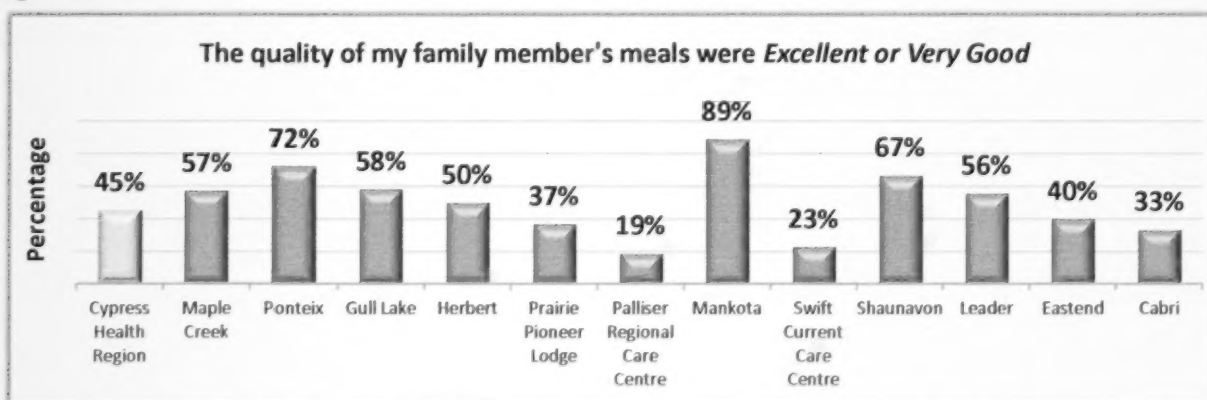


Figure 4.5



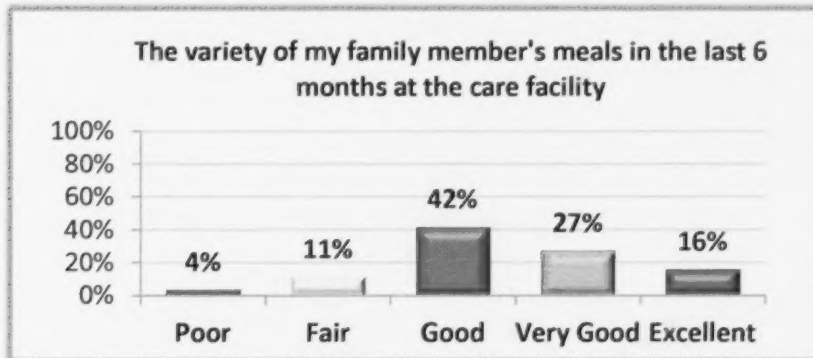
"The food is superb. We are pleased to have such great kitchen staff."
(Shaunavon)

Figure 4.6



Regionally, 43% said the variety of food was “excellent or very good”; 42% said ‘good’; and 15% said “fair or poor”. Ponteix, Mankota, Shaunavon, and Leader all stood out as having a good deal of variety in their meals. The Palliser Regional Care Centre, Swift Current Care Centre, Eastend, Herbert, and Cabri all had lower rates of positive feedback on this question.

Figure 4.7



"I don't understand how those meals prepped somewhere else then frozen and thawed and served to residents is healthy. (Swift Current Care Centre)"

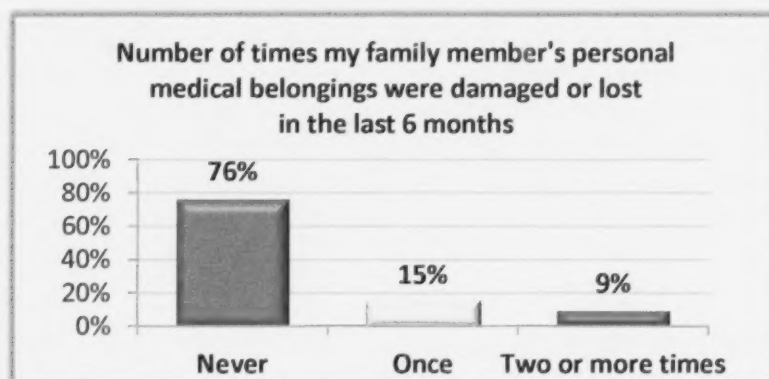
Figure 4.8



Residents' Personal Belongings

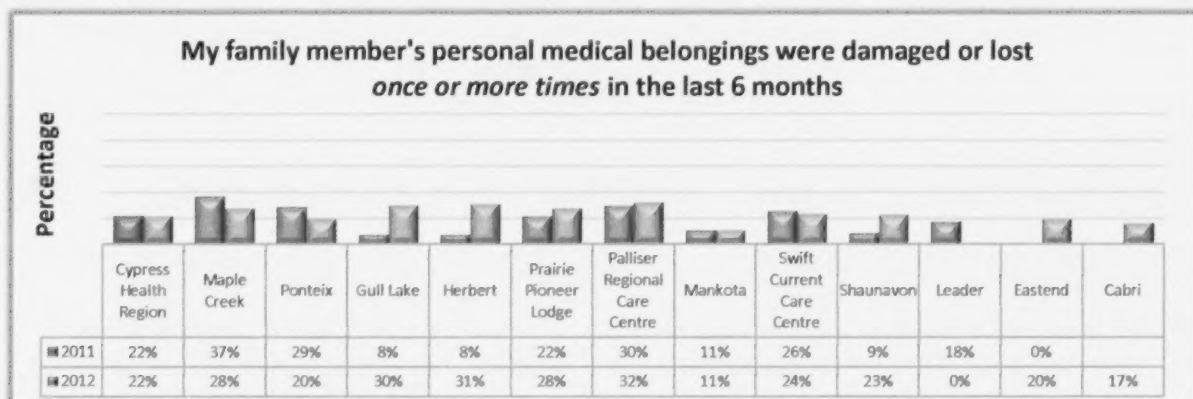
Personal medical belongings are things like hearing aids, glasses, and dentures. The majority of survey respondents (76%) reported that their family member's personal medical belongings had "never" been lost or damaged in the last 6 months. The responses "once" and "2 or more times" made up the last quarter of responses (15% and 9% respectively).

Figure 4.9



In calculating specific facility numbers, the responses "once" and "2 or more times" were grouped together. A few facilities had very good numbers with 20% or less reporting belongings had been lost or damaged "one or more times". In comparison, a few facilities had percentages that were quite high – Palliser Regional Care Centre (32%), Herbert (31%), and Gull Lake (30%). Maple Creek, Ponteix, and Leader all saw noticeable improvement on this question over the year.

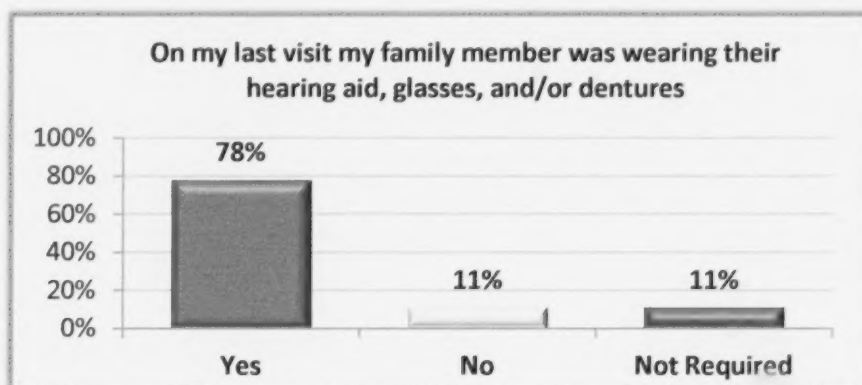
Figure 4.10



Cabri's response number for 2011 was too small to report.

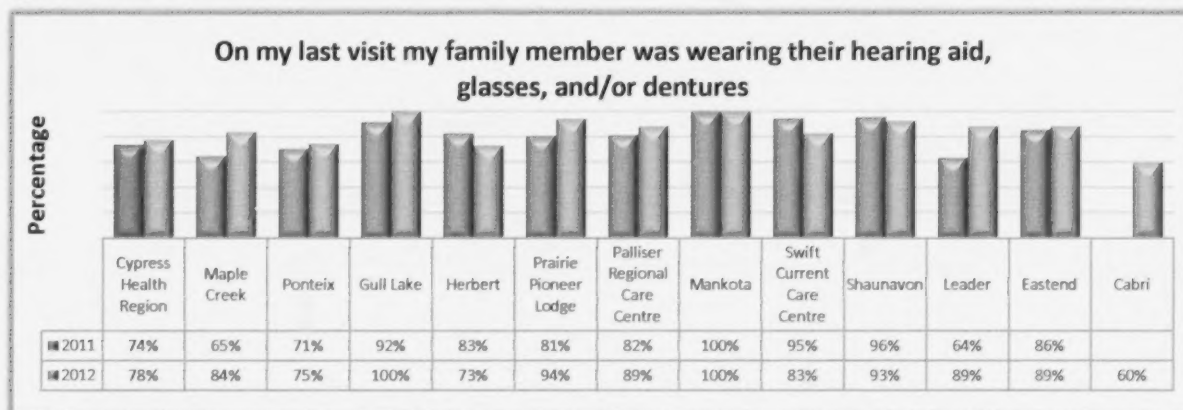
Regionally, 89% of LTC residents require hearing aids, and/or glasses, and/or dentures. These medical aids are important for the resident's quality of life, and so it is a necessary part of their care to ensure (as much as possible) that they are wearing these items. Almost 78% of respondents stated that their family member was wearing the required aids when they last visited.

Figure 4.11



When responses are divided out by facility, most had over 80% of respondents reporting that "yes" their family members was wearing their aids (if required) during the last visit. The facilities with the lowest rates were Ponteix (75%), Herbert (73%) and Cabri (60%).

Figure 4.12

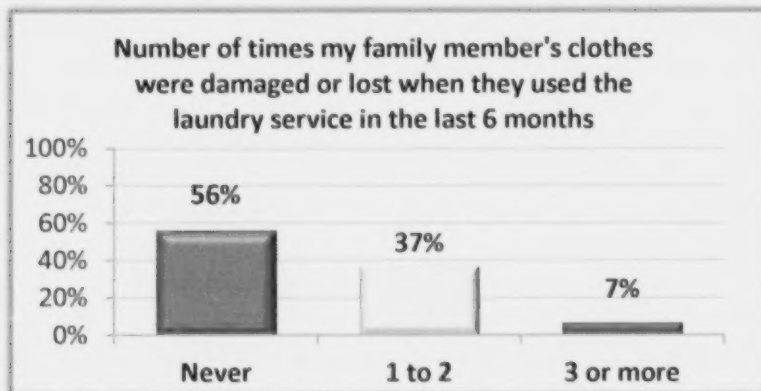


*Cabri's response number for 2011 was too small to report.

Care of Personal Laundry

Almost 9 out of 10 of the respondents reported that their family member had used the facility's laundry services. In the last 6 months, 44% of respondents said that their family member's clothing was either lost or damaged when they used the facility's laundry services. This is a small improvement over last year's result of 48%.

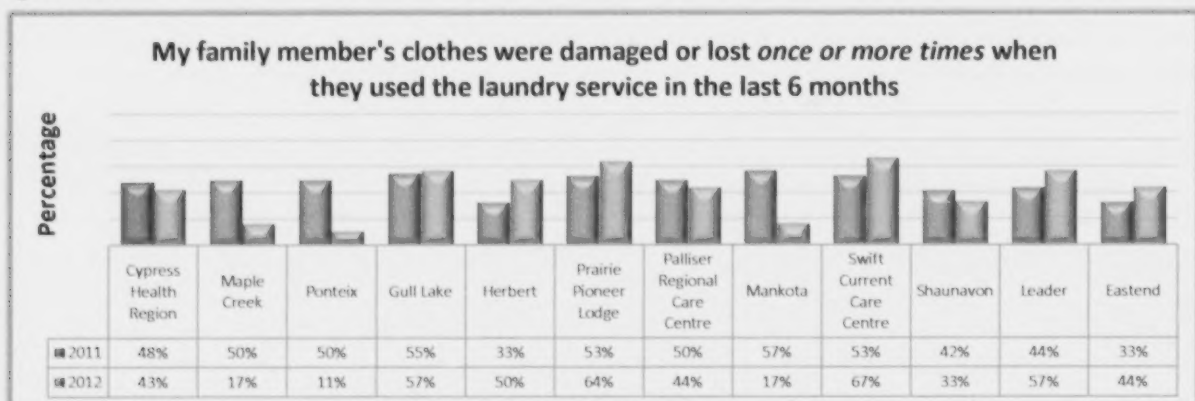
Figure 4.14



"When it comes to laundry, sometimes Mom's stuff and other residents' clothing end up in other people's rooms. They are clearly marked, but still end up that way."

In general, the percentage of respondents at each facility reporting lost or damaged clothing when they used the laundry services ranged from 11% to 67% (Ponteix and Swift Current Care Centre). The facilities with better rates were Ponteix (11%), Maple Creek (17%), and Mankota (17%).

Figure 4.15

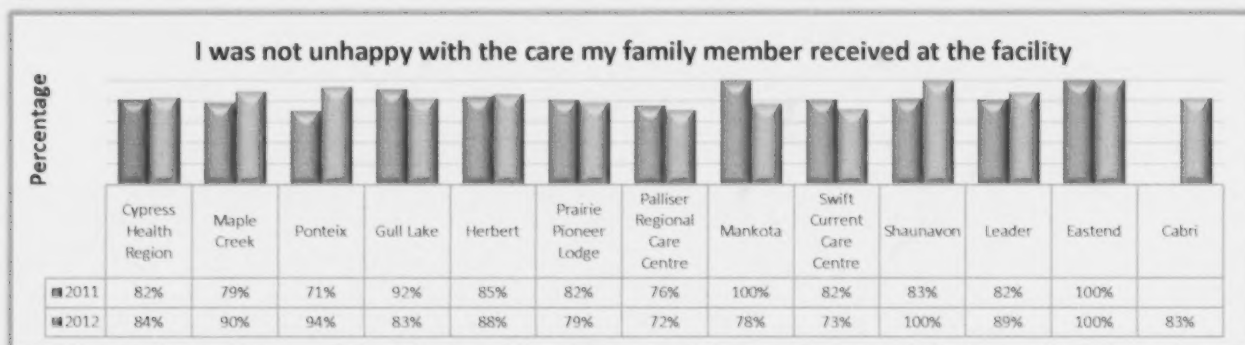


*Cabri's response number was too small to report

Satisfaction with Care Received at Facility

A question asked on the survey was "In the last 6 months, were you ever unhappy with the care your family member received at the care facility?" The response graphed here is the percentage who reported "no", they were not unhappy with the care received; in other words, they were reasonably satisfied with the care. Overall, most respondents were satisfied with the care their family member received, as shown in the 84% regional average. Shaunavon, Eastend, Ponteix, and Maple Creek all had especially good ratings. The facilities with the highest percentage of unhappy family members (as far as the care being provided) were Prairie Pioneer Lodge, Palliser Regional Care Centre, Mankota, and Swift Current Care Centre. Maple Creek, Ponteix, and Shaunavon experienced the largest improvements over the past year.

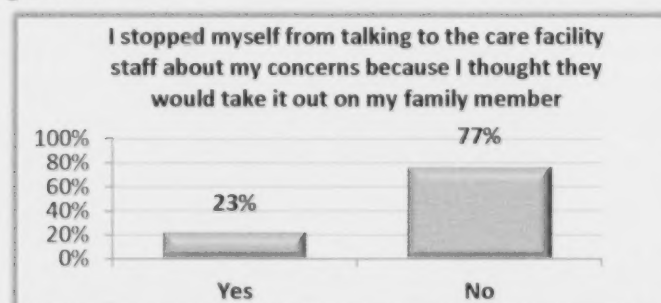
Figure 4.16



*Cabri's response number for 2011 was too small to report.

People who reported they were unhappy with their family member's care were asked to answer a second question regarding voicing their concerns to the facility staff. A little under a quarter of respondents said they did not talk with facility staff about their concerns as they thought the staff would take it out on their family member.

Figure 4.17



Chapter 5: Involvement in Care Decisions

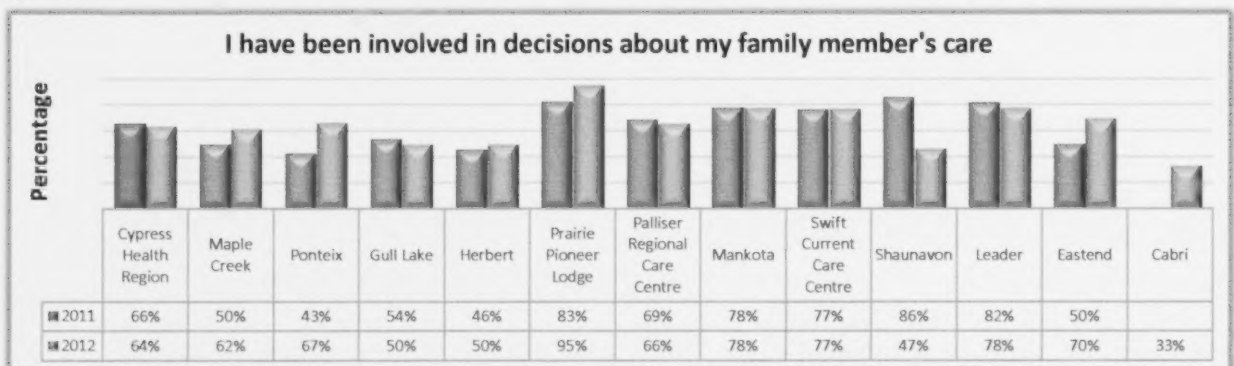
44



In Chapter 1 it was reported that 56% of the LTC residents are not capable of making their own daily decisions. Important decisions about care, therefore, are up to the care team at the facility and the resident's family members, who should be involved as much as they wish. This chapter reports on the survey respondent's involvement with their family member's care.

The percentage of respondents who were involved in decisions about their family member's care in the last 6 months varied by facility, but could also be the result of the family member's preferences and ability to participate. The Cypress Health Region average was 64% with a range from 33% (Cabri) to 95% (Prairie Pioneer Lodge). Maple Creek, Ponteix, Prairie Pioneer Lodge, and Eastend all increased notably since last survey. Shaunavon was the only facility to see a substantial decrease on this question. The next question taps into the family member's interest in being involved and if it is being met, which is perhaps most important.

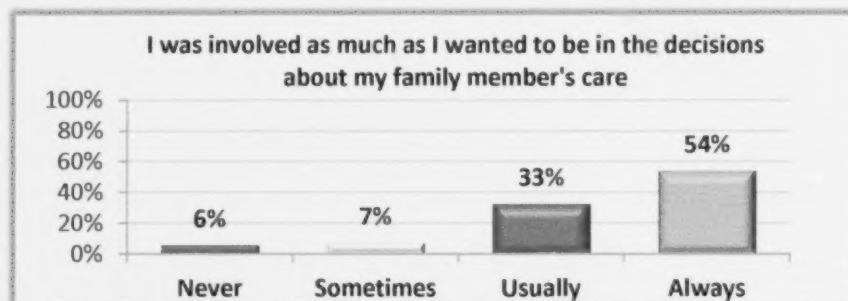
Figure 5.1



*Cabri's response number for 2011 was too small to report.

Of the people who were involved in decisions about their relative's care, 54.3% reported that they were "always", and 32.6% said they were "usually" involved as much as they wanted.

Figure 5.2



With the exception of Palliser Regional Care Centre (35%), Leader (43%), and Eastend (43%) over half of the respondents from every facility were “always” involved in their family member’s care decisions as much as they wanted. The facility in Ponteix had the top percentage at 73%.

46

Figure 5.3



*Cabri's response number was too small to report in both 2012 and 2011. Ponteix and Eastend response number for 2011 was too small to report.

"We are always consulted and very involved, we appreciate that."

Chapter 6: Activities and Therapy Services

47



In order to achieve the best possible quality of life, it is important for LTC residents to be involved in activities – particularly those that meet the full potential of their current abilities. To stay healthy and active, some residents also require physical or occupational therapy. This section presents results on the resident's participation in activities and use of therapy services.

LTC residents' participation in activities at their facilities was quite varied. Almost half (49%) of respondents said their family member "usually or always" participates in activities. About 1 in 10 residents "never" participate in activities.

Figure 6.1

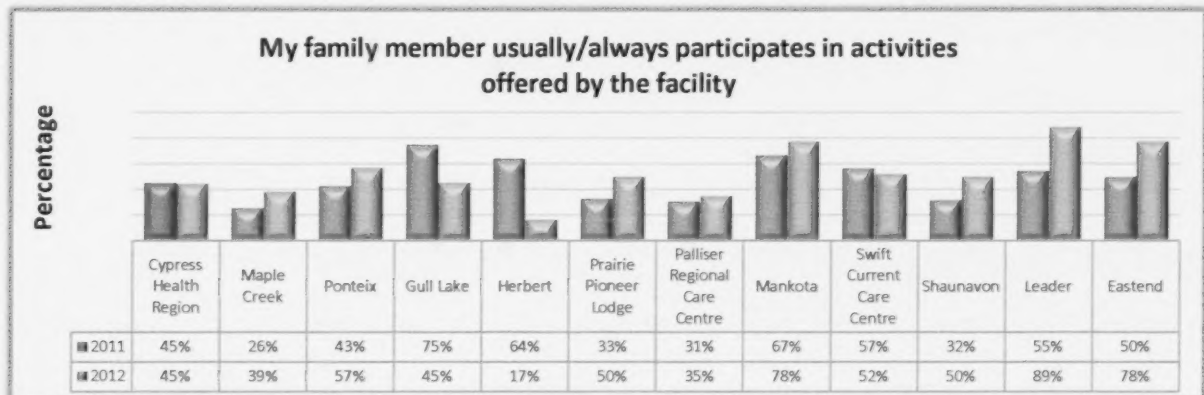


"Need different activities, always seem to have the same activities over and over (Bingo, Chicken Toss, old movies), other facilities make simple projects (bird houses, paintings, etc...)."

"I wish there were more for the male clients to do. The ladies in the facility enjoy the music and entertainment, but I think the gentlemen would enjoy something that is geared more towards them."

The percent of residents who “always/usually” participate in activities fluctuated by facility. Almost 90% from Leader said their family member “always/usually” participates in activities; the next highest scores were at Mankota and Eastend (78%). The facility with the smallest proportion of “always/usually” responses was Herbert at 17%. It should be kept in mind that different residents have different abilities and limitations. Some facilities may have more seriously ill residents, thereby potentially impacting these rates.

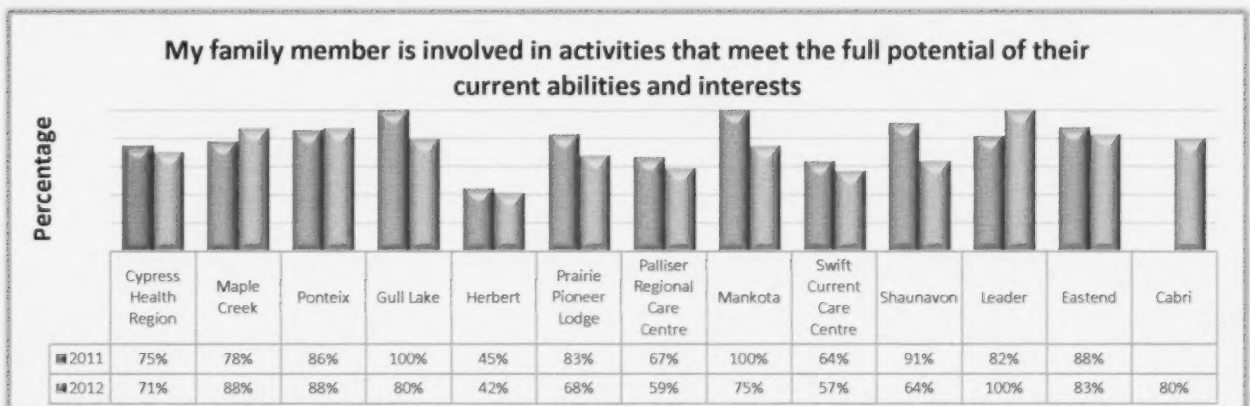
Figure 6.2



*Cabri's response number was too small to report.

Regionally, 71% of respondents said “definitely yes/probably yes” to the question “Is your family member involved in activities that meet the full potential of his/her current abilities and interests?” This represents a slight drop from last year's survey (75%). The facilities that struggle the most appear to be Herbert (42%), Swift Current Care Centre (57%), and Palliser Regional Care Centre (59%). Leader, Ponteix, and Maple Creek had the highest rates of satisfaction as far as activities go.

Figure 6.3

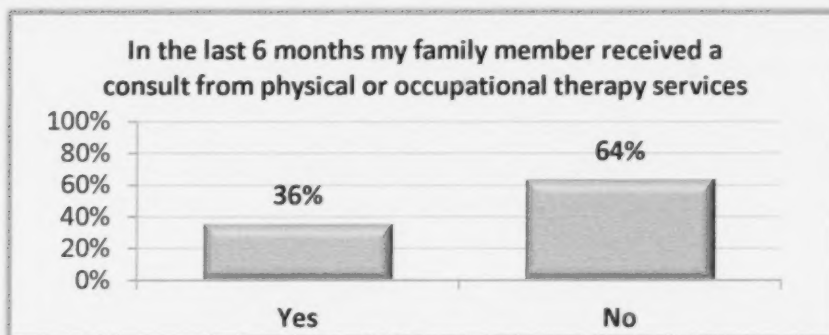


*Cabri's response number for 2011 was too small to report.

Therapy Services

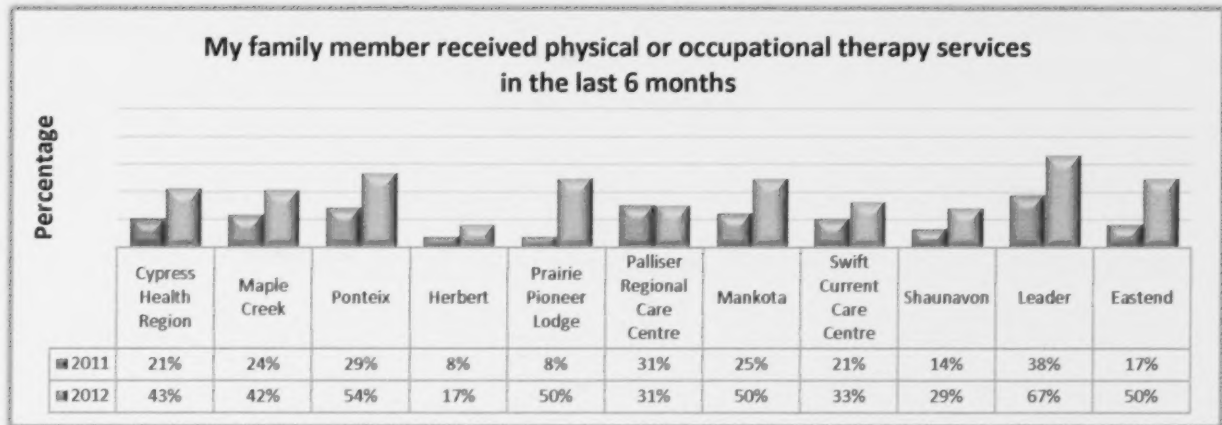
The Region was interested to know if respondents felt their family members were receiving adequate therapy services. During the last survey, access to physical and occupational therapy was raised as a key concern, with family members requesting more. In 2012, approximately 4 out of 10 reported that their family member had received a consult in the last 6 months. Program statistics show that the number of consults done between the two surveys rose by around 80% (source: Regional Therapy Manager, Cypress Health Region). Improved access and satisfaction is evident.

Figure 6.4



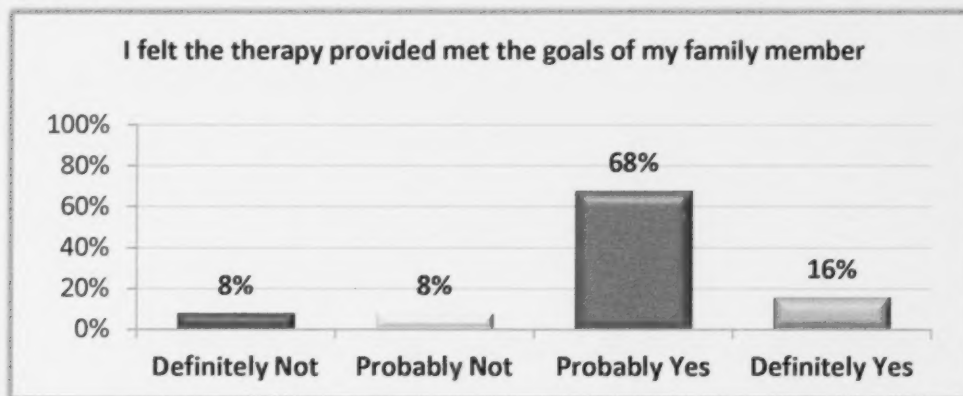
The percentage of residents who actually received physical or occupational therapy is graphed below. There was a sizable increase in the number of family members who said the resident received therapy over the past 6 months (21% in 2011 to 43% in 2012). Leader and Ponteix had the highest percentage, while Herbert and Shaunavon had the lowest. Residents will, of course, have different needs and different rates do not necessarily mean people in the facility are being underserved. This information will continue to help Cypress Health Region's Therapy Department in planning services. Of the respondents whose family members used therapy services, satisfaction was high as 84.0% "definitely yes/probably yes" felt the therapy services met their goals.

Figure 6.5



*Cabri and Gull Lake response number was too small to report.

Figure 6.6



Chapter 7: Overall

52

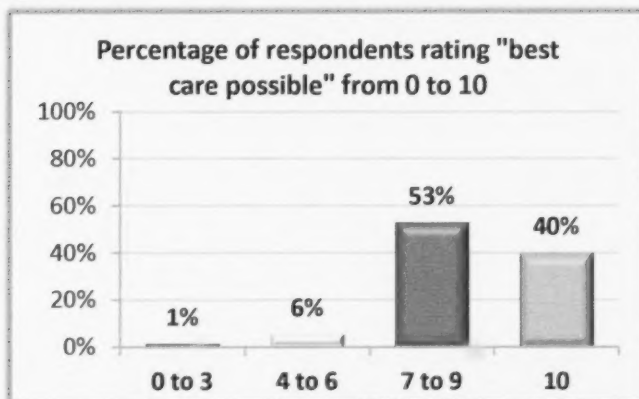


In the survey, two questions were asked that capture overall ratings of care: "Using any number from 0 to 10, where 0 is the worse care possible and 10 is the best care possible, what number would you use to rate the care at this care facility?" and "If someone needed care from a nursing home, would you recommend this care facility to them?". Both of these questions ask about the care provided as a whole, and offer a way to monitor and track the performance of the LTC facilities. The same two questions are asked in the region's acute care hospital survey and reported on-line at qualityinsight.ca.

Within this section, the indicators are plotted as a percentage of the patients who selected the top rating on the survey's scale (10/10). While this rating might seem a lofty goal, we want the family of our customers (the residents) to be truly satisfied with the care their family member is receiving and ensure we are delivering excellent care to our clients. It would be difficult, if not impossible, to have everyone rating care at this level and this is not the expectation. However, the hope is that improvements will be implemented in response to the survey results and each year more and more people will rate CHR facilities as 10 out of 10.

To give an indication of the range of scores that respondents provided regarding "best care possible", results are broken down for the region. Very few (1.5%) of the respondents rated the care from 0 to 3. A few of the respondents did rate the care from 4 to 6 (5.5%), which is considered mediocre. Over half (53.0%) rated the care between 7 and 9, and 40.0% rated the care as best possible at a "10".

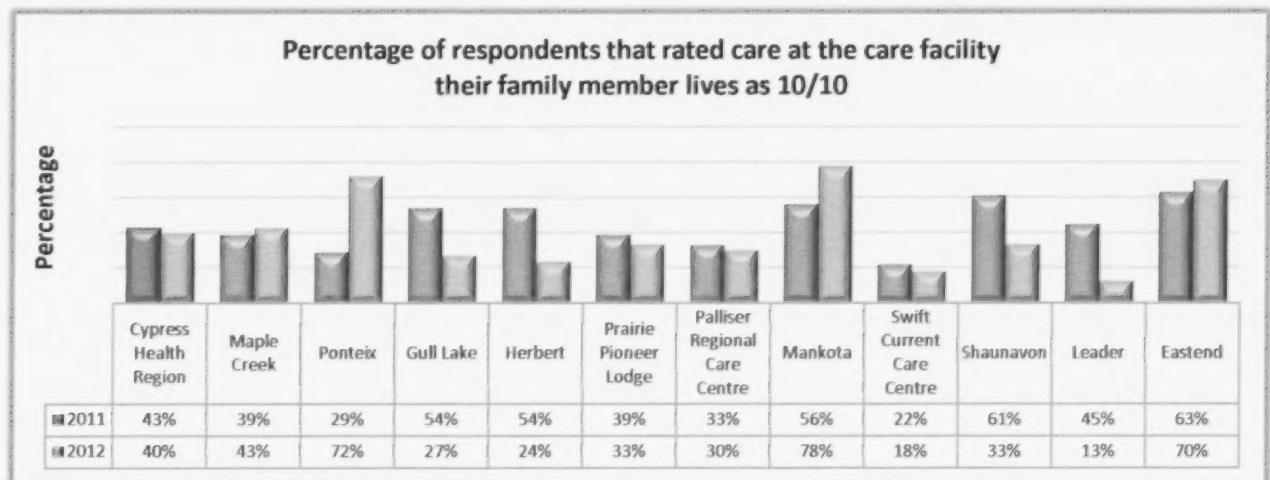
Figure 7.1



"It's hard to find the words to describe the great care and attention shown by the nurses and the staff. If my (family member) has to be in a care centre I am so thankful it is one like Shaunavon."

At the facility level, there was variation in the percentage of respondents reporting “10/10”. The facilities achieving the best results were Mankota (78%), Ponteix (72%), and Eastend (70%). On the other end of the spectrum, Leader (13%), Swift Current Care Centre (18%) and Herbert (24%) received the lowest percentage of “10/10” ratings. As far as changes from last year’s result, Ponteix and Mankota had a much higher percent of family members rate care provided as a “10”. Conversely, Gull Lake, Herbert, Shaunavon, and Leader had high rates in 2011 that dropped well below the regional average in 2012.

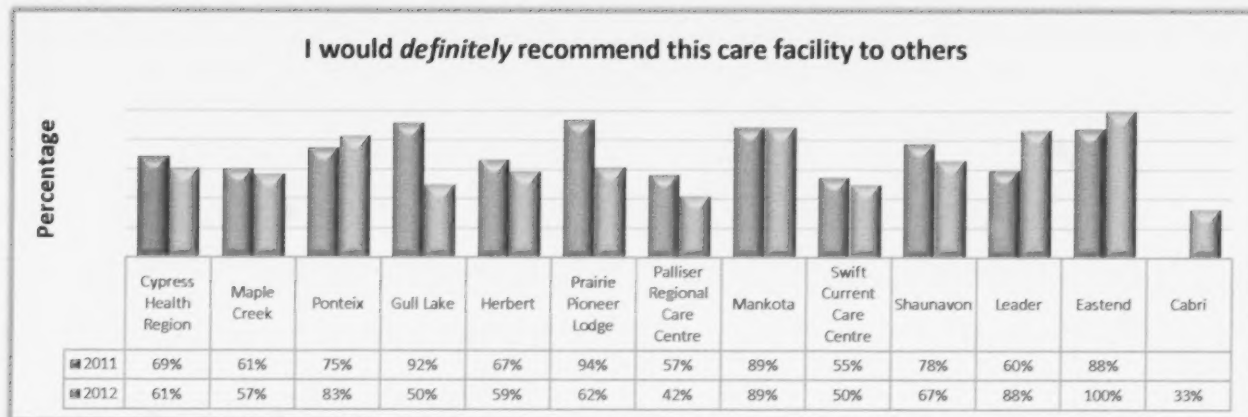
Figure 7.2



*Cabri's response number was too small to report.

Regionally, 61% of respondents would recommend their family member's care facility to others, which fell slightly from 2011 (69%). Eastend, Mankota, and Leader received the highest percentages at 100%, 89%, and 88% respectively. The facilities having the lowest percentage of respondents reporting they would “definitely” recommend were Cabri (33%), Palliser Regional Care Centre (42%), Swift Current Care Centre (50%) and Gull Lake (50%). Ratings in Leader, Eastend, and Ponteix improved since last year's survey, while Maple Creek, Gull Lake, Herbert, Prairie Pioneer Lodge, Palliser Regional Care Centre, and Swift Current Care Centre all declined.

Figure 7.3



*Cabri's response number for 2011 was too small to report.



The Mankota nursing home and the staff, in my opinion, rate #1 in Saskatchewan!

Chapter 8: Comments

56



At the end of the survey, respondents were given the option to write down further comments about the care their family member receives; close to 65% opted to include a thought or two. Some comments were quoted throughout this report in text boxes. To make the comments more meaningful and useful, the comments were grouped together and reported below to bring any major themes to light.

Theme 1: Gratitude for the Care Provided to Family Member

- Many people expressed an emotional "thank-you" for the staff at their family member's facility.
- Feeling that the residents are very well cared for by kind and caring staff.

"I am very pleased and grateful for the care provided Thank you from all of our family. (Ponteix)"

"I appreciate all the care my (family member) receives, from the home-made food prepared on site to the gals who clean his room and wash his clothes. (Herbert)"

"The staff are local and they care for him as though he was family. (Mankota)"

"It is hard to find the words to describe the great care and attention shown to my (family member) by the nurses and the staff. (Shaunavon)"

"The staff at the Prairie Pioneer Lodge are amazing, very caring, pleasant, and capable."

"My (family member) has always given the staff praise for their hard work and the generous, affectionate treatment towards her and others. I would not want her to be anywhere else but the Prairie Pioneer Lodge."

"I find the staff at the Swift Current Care Centre treat my (family member) with respect and provide excellent care. The staff work hard and cooperatively with each other. Most times I marvel at their patience. I hear very little complaining by staff. I am very happy with the care my (family member) receives."

"My (family member) receives excellent care. The nurses and aides all are very good to her and very compassionate. (Shaunavon)"

"We have been very impressed with the care my (family member) has received and the overall atmosphere and caring given by the staff. They seemed genuinely happy to help and went out of their way to make sure my (family member) wasn't isolated. I have visited many other care facilities and this is by far the best. (Eastend)"

"Our family is extremely happy with our (family member's) care at the Eastend Wolf Willow Long Term Care facility. All the staff go out of their way to make her feel loved and 'at home'."

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"We've been very satisfied with the care my (family member) receives. The staff – from the aides to the kitchen staff, to the maintenance people are second to none. The Gull Lake residents seem like a big family and the staff are great. She is very happy at the Gull Lake Special Care Centre and this makes us happy and secure that she's loved by staff and receives excellent care."

Theme 2: More "one-on-one" Interaction between Nurses and Residents

- A few comments were received in regards to wanting more personal one-on-one time between the nurses and residents, and not just dressing, cleaning, and feeding them, but quality time.

"Weekends there are less people on duty and with the heavy workload there is not enough "one-on-one" time. The main time spent with the resident is getting up, meals, bath time, and personal care, all not the most pleasant time for the resident. Our parents deserve better. (Herbert)"

"Nurses need to interact with the residents. (Mankota)"

"The nurses and care aides give quality care but have no time to spend any "one-on-one" time which some residents need. (Shaunavon)"

"I believe my family member could receive more exercise one-on-one. (Leader)"

"Quick to order sedation rather than activity. One-on-one staff interactions to decrease behaviors are few and far between. (Prairie Pioneer Lodge)"

"I feel that the Swift Current Care Centre is short staffed and they just don't get the time to give more attention to the patients."

Theme 3: Add/Change the Activities

- A number of comments emphasized the need for more activities.

"They need to have activities on the weekends too. (Mankota)"

"Need different activities, always seem to have the same activities over and over (Bingo, chicken toss, watch very old movies), other facilities make simple projects (bird houses, painting, etc...). (Prairie Pioneer Lodge)"

"I wish there was more for the male residents to do. The ladies in the facility enjoy the music and entertainment, but I think the gentlemen would enjoy something that is geared more towards them. (Prairie Pioneer Lodge)"

"Would be nice if the activity directors would organize Bingo or other games that are mature and not penny throw which seems very immature. (Swift Current Care Centre)"

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Theme 4: Communication

- Some expressed concerns regarding poor or slow communication when it comes to the care or change in the care plan of their family member.
- There were some positive comments received regarding communication as well.

"Sometimes the correspondence is slow but the girls are busy and mean well. (Swift Current Care Centre)"

"In the past 6 months when I have gone to see my family member I found (them) to be in excruciating pain. ...Communication between the nurses and doctors, communication between the nurses at shift change and communication between the nurses and family members appears to be a HUGE RED FLAG! (Palliser Regional Care Centre)"

"Communication is very poor – never passed on to the care team. (Prairie Pioneer Lodge)"

"It is hard to know who is doing care from day to day and shift to shift. Still have not met charge nurse... No consistent care from shift to shift. Information is not relayed. (Palliser Regional Care Centre)"

"Some of the nurse's aides are great with my parent and will talk to me in regards to her care, there are others that will avoid or ignore you. (Swift Current Care Centre)"

"Communication seems to be pretty good; however, things do get "lost" between the nursing home and the doctor's office. Phone calls do not get returned which means we have to call again making us feel bad for interrupting yet again. (Gull Lake)"

"Whenever I ask about my (family member's) care I always received a great response. (Leader)"

"I do request information on lab tests, x-rays, and general health problems. These results are sometimes slow in coming. They are either lost, forgotten about, or just slip through the cracks. (Leader)"

"The nursing staff is very responsive to our requests and concerns. They address issues and follow up. (Shaunavon)"

"Swift is wonderful! The social worker keeps us well informed if we need to know anything. (Palliser Regional Care Centre)"

"We are always consulted and very involved and we appreciate that. (Shaunavon)"

Theme 5: Deteriorating State of the Facility and Lack of Functionality

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- Many respondents commented on the physical state of their family member's facility.
- Multiple comments in regards to Swift Current Care Centre, Prairie Pioneers Lodge, and Palliser Regional Care Centre.
- Many family members feel it is not right to have shared washroom facilities and were especially verbal about them having only a curtain and no door for privacy reasons. There are lengthy wait times in line ups and lack of sanitation after accidents causing concerns regarding disease transmission.

"I don't feel it is right that men and women share the same washroom and there are no doors, just curtains. I am sure our Premier wouldn't want one of his parents in a place that is falling apart like this one where the person has no personal space to go to the washroom. (Palliser Regional Care Centre)"

"The care is excellent but the facility needs work or replacing as do all Long Term Care facilities in Swift Current. (Swift Current Care Centre)"

"The care at the Swift Current Care Centre is very good; however, the patient rooms are VERY depressing. Repaired walls and some paint would make a big improvement. (Swift Current Care Centre)"

"The facility toilet/resident ratio is critical. Lack of privacy also appears to be an issue for client personal care, especially during transport to the tub room in hallway and use of lifts during bathroom lineups in hallways. (Palliser Regional Care Centre)"

"The Palliser is old and the smell is atrocious!! The walls in the rooms are full of holes and the décor is old and dirty. The bathroom facility is terrible and unacceptable, too many residents for the same toilet with no doors, only curtains!!"

"The staff does an amazing job of caring for our family member considering the crowded and dated facility. It will be a happy day when a new facility is constructed. (Swift Current Care Centre)"

"...some rooms could use refurbishing and repainting. There are chips out of the walls and no door to the closet. (Maple Creek)"

Theme 6: Understaffed Facilities

- A number of comments made on the excellent care provided despite apparent understaffing issues.
- Multiple comments from Swift Current Care Centre.

"I feel that the nurses and aides are exceptional, they have to be a special person to do what they do, but they need more help in order to look after everyone to the capacity they should get. (Palliser Regional Care Centre)"

"I think the staff have a tough job to do and maybe if there were more care aides they wouldn't be so short tempered. (Swift Current Care Centre)"

"I think there is a shortage of staff, especially nurses. Most of their time is taken up preparing medications and distributing them. I feel there should be two nurses or LPNs on duty for at least 8 hours daily, this would allow for more efficient resident visits to check chronic illness and general health. (Leader)"

"I know there is a shortage of staff, but sometimes the wait for help seems to take a long time. (Swift Current Care Centre)"

"There are times when I feel there are not enough nurses on evening shifts, they are usually putting residents to bed, and no one is there to assist you. You can't blame the nurses as they are doing their job, but there are not enough of them. (Swift Current Care Centre)"

"The staff, (nurses and aides), continue to work hard to give the best care possible; however, they are usually short staffed. Myself and my (family member) do not wish to "bother the staff" for requests of assistance due to the staff shortage. I feel there should be more staff. (Swift Current Care Centre)"

Theme 7: Sharing Rooms

- Some of the respondents made comments regarding the sharing of rooms. The general opinion on room sharing was negative; all respondents articulated that they would like their family member to have their own private room (for a number of reasons).

"While curtains in rooms protect visually, they don't protect from others hearing what is happening during personal care and doctor's visits. (Palliser Regional Care Centre)"

"The only thing my (family member) doesn't like is the flickering of the light from the T.V. in the next bed. For that reason she would like her own room. (Palliser Regional Care Centre)"

"It's nice that the residents have a private room and not have the stress of two other people sharing their space. (Gull Lake)"

Theme 8: Meals

- Both positive and negative comments were received regarding meals. Positive comments came for the most part from the Rural facilities while the negative comments were mostly from Swift Current facilities.
- Quite a few respondents noted that their family member had no water in their rooms.

"On my last visit she looked better than ever. She has gained weight and really enjoys the food. (Gull Lake)"

"My (family member) is satisfied with the meals but states she lacks fresh fruit. (Swift Current Care Centre)"

"The evening meals are generally sad looking and tasting. It just looks like it is something thought up that is easy for the support kitchen staff to prepare and clean up so they can get out and home early. (Eastend)"

"I don't understand how those meals prepped somewhere else then frozen and thawed and served to residents is healthy. (Swift Current Care Centre)"

"The food is often tasteless and bland. A lot of food is wasted. (Palliser Regional Care Centre)"

"The meals are very good. I've eaten there and the meals were very good and the staff very nice. (Gull Lake)"

"There needs to be more help at meal times to deliver trays and feed patients. The patients wait too long and the food is cold. (Palliser Regional Care Centre)"

"Sometimes I think there could be better care in making meals, and more variety. I think sometimes there is not much planning taken in making the meals and that meals are slapped together. (Shaunavon)"

"Excellent facility, great staff and meals. (Herbert)"

"The food is superb. We are pleased to have such great kitchen staff as cooks. (Shaunavon)"

"As for the food, it is terrible. I have been in the dining room after a meal, and a lot of the food is still on the plates. My parent had me try theirs and it was awful. (Swift Current Care Centre)"

"There wasn't anything to drink in his room, I had to go and find some. (Palliser Regional Care Centre)"

"My (family member) is supposed to be drinking lots of fluids as he is prone to bladder infections and yet on numerous occasions I go to visit and there is no water, juice, or any fluids by his bed. (Palliser Regional Care Centre)"

"No water in the rooms. (Swift Current Care Centre)"

References

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- (1) Health Quality Council of Alberta. Alberta Long Term Care Family Experience Survey. Alberta, November 2011. Available at: <http://publications.hqca.ca/preview/175>
- (2) Whitehead H, May D, Agahi H (2007). An exploratory study into the factors that influence patients' perceptions of cleanliness in an acute NHS trust hospital. *Journal of Facilities Management*, 5(4), 275 – 289.

Appendix A: Respondent Demographics and Response Rate

Table A.1

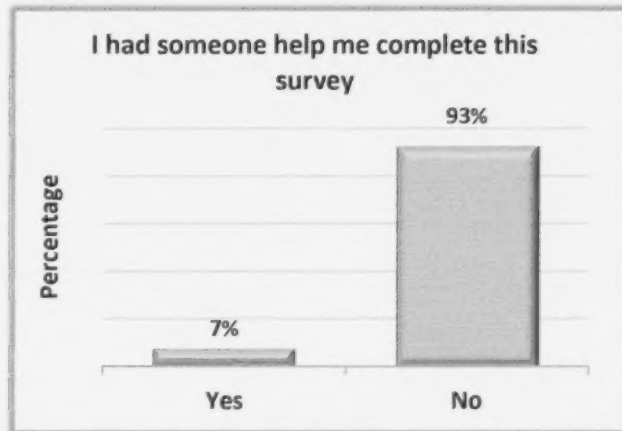
Respondent Demographics

Age	
18 to 24	0.0%
25 to 34	0.0%
35 to 44	2.9%
45 to 54	15.7%
55 to 64	36.3%
65 to 74	21.6%
75 or older	23.5%

Gender	
Male	36.6%
Female	63.4%

Highest Grade Level of School	
Less than grade 12	25.3%
High school graduate or GED	25.3%
Some college or 2-year degree	32.3%
4-year college degree or more	17.1%

Figure A.1



Of the respondents who were assisted in completing the survey (7.4%), the majority had help by having the person answer the questions for them, having questions read to them, or having their answers recorded for them.

Table A.2

	Respondents	Eligible Respondents	Estimated Response Rate
Cypress Health Region	209	389	54%
Maple Creek	22	35	63%
Ponteix	18	30	60%
Gull Lake	13	25	52%
Herbert	17	33	52%
Cabri	6	14	43%
Prairie Pioneers Lodge	22	37	59%
Palliser Regional Care Centre	34	75	45%
Mankota	9	14	64%
Swift Current Care Centre	22	53	42%
Shaunavon	15	31	48%
Leader	10	23	43%
Eastend	10	19	53%
No facility listed	11		

Appendix B: Quality of Care Indicator Results by Facility

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Table B.1

Indicator	Maple Creek		Cypress Health Region	
	2011	2012	2011	2012
I <i>Always</i> found a nurse or aide when I wanted one	56%	58%	65%	63%
I <i>Always</i> saw the nurses and aides treat my family member with courtesy and respect	74%	86%	79%	81%
I <i>Always</i> saw the nurses and aides treat my family member with kindness	63%	86%	75%	77%
I <i>Always</i> felt that the nurses and aides really cared about my family member	74%	76%	68%	67%
My family member <i>Always</i> looked and smelled clean	53%	48%	58%	59%
My family member's pain was <i>Always</i> well-controlled	n/a	65%	n/a	51%
The facility staff <i>Always</i> did everything they could to help my family member with his/her pain	n/a	83%	n/a	75%
I <i>Always</i> got the information about my family member from the nurse or aide as soon as I wanted	63%	71%	63%	64%
Nurses and aides <i>Always</i> explained things in a way that was easy to understand	69%	82%	79%	75%
My family member's room <i>Always</i> looked and smelled clean	68%	76%	67%	66%
Public areas of the care facility <i>Always</i> looked and smelled clean	68%	76%	66%	69%
I was happy with the care my family member received at the care facility	79%	90%	82%	84%
The quality of my family member's meals were <i>Very Good or Excellent</i>	n/a	57%	n/a	46%
The variety of my family member's meals were <i>Very Good or Excellent</i>	n/a	57%	n/a	43%
I was <i>Always</i> involved as much as I wanted to be in the decisions about my family member's care	50%	67%	55%	54%
My family member is involved in activities that meet the full potential of their current abilities and interests	78%	88%	75%	71%
Percentage of respondents that rated care at the care facility their family member lives as 10/10	39%	43%	43%	40%
I would <i>Definitely</i> recommend this care facility to others	61%	57%	69%	61%
I <i>Always</i> felt that there were enough nurses and aides in the care facility where my family member lives	33%	24%	25%	26%

Table B.2

Indicator	Ponteix		Cypress Health Region	
	2011	2012	2011	2012
I <i>Always</i> found a nurse or aide when I wanted one	100%	85%	65%	63%
I <i>Always</i> saw the nurses and aides treat my family member with courtesy and respect	86%	94%	79%	81%
I <i>Always</i> saw the nurses and aides treat my family member with kindness	57%	94%	75%	77%
I <i>Always</i> felt that the nurses and aides really cared about my family member	43%	83%	68%	67%
My family member <i>Always</i> looked and smelled clean	43%	61%	58%	59%
My family member's pain was <i>Always</i> well-controlled	n/a	63%	n/a	51%
The facility staff <i>Always</i> did everything they could to help my family member with his/her pain	n/a	77%	n/a	75%
I <i>Always</i> got the information about my family member from the nurse or aide as soon as I wanted	20%	88%	63%	64%
Nurses and aides <i>Always</i> explained things in a way that was easy to understand	40%	94%	79%	75%
My family member's room <i>Always</i> looked and smelled clean	43%	78%	67%	66%
Public areas of the care facility <i>Always</i> looked and smelled clean	71%	78%	66%	69%
I was happy with the care my family member received at the care facility	71%	94%	82%	84%
The quality of my family member's meals were <i>Very Good or Excellent</i>	n/a	72%	n/a	46%
The variety of my family member's meals were <i>Very Good or Excellent</i>	n/a	72%	n/a	43%
I was <i>Always</i> involved as much as I wanted to be in the decisions about my family member's care	-	73%	55%	54%
My family member is involved in activities that meet the full potential of their current abilities and interests	86%	88%	75%	71%
Percentage of respondents that rated care at the care facility their family member lives as 10/10	29%	72%	43%	40%
I would <i>Definitely</i> recommend this care facility to others	75%	83%	69%	61%
I <i>Always</i> felt that there were enough nurses and aides in the care facility where my family member lives	14%	50%	25%	26%

Table B.3

Indicator	Gull Lake		Cypress Health Region	
	2011	2012	2011	2012
I <i>Always</i> found a nurse or aide when I wanted one	60%	60%	65%	63%
I <i>Always</i> saw the nurses and aides treat my family member with courtesy and respect	92%	83%	79%	81%
I <i>Always</i> saw the nurses and aides treat my family member with kindness	77%	70%	75%	77%
I <i>Always</i> felt that the nurses and aides really cared about my family member	69%	58%	68%	67%
My family member <i>Always</i> looked and smelled clean	77%	67%	58%	59%
My family member's pain was <i>Always</i> well-controlled	n/a	36%	n/a	51%
The facility staff <i>Always</i> did everything they could to help my family member with his/her pain	n/a	67%	n/a	75%
I <i>Always</i> got the information about my family member from the nurse or aide as soon as I wanted	91%	55%	63%	64%
Nurses and aides <i>Always</i> explained things in a way that was easy to understand	83%	67%	79%	75%
My family member's room <i>Always</i> looked and smelled clean	77%	67%	67%	66%
Public areas of the care facility <i>Always</i> looked and smelled clean	62%	83%	66%	69%
I was happy with the care my family member received at the care facility	92%	83%	82%	84%
The quality of my family member's meals were <i>Very Good or Excellent</i>	n/a	58%	n/a	46%
The variety of my family member's meals were <i>Very Good or Excellent</i>	n/a	45%	n/a	43%
I was <i>Always</i> involved as much as I wanted to be in the decisions about my family member's care	78%	57%	55%	54%
My family member is involved in activities that meet the full potential of their current abilities and interests	100%	80%	75%	71%
Percentage of respondents that rated care at the care facility their family member lives as 10/10	54%	27%	43%	40%
I would <i>Definitely</i> recommend this care facility to others	92%	50%	69%	61%
I <i>Always</i> felt that there were enough nurses and aides in the care facility where my family member lives	31%	27%	25%	26%

Table B.4

Indicator	Herbert		Cypress Health Region	
	2011	2012	2011	2012
I <i>Always</i> found a nurse or aide when I wanted one	75%	54%	65%	63%
I <i>Always</i> saw the nurses and aides treat my family member with courtesy and respect	85%	71%	79%	81%
I <i>Always</i> saw the nurses and aides treat my family member with kindness	85%	53%	75%	77%
I <i>Always</i> felt that the nurses and aides really cared about my family member	69%	59%	68%	67%
My family member <i>Always</i> looked and smelled clean	67%	41%	58%	59%
My family member's pain was <i>Always</i> well-controlled	n/a	27%	n/a	51%
The facility staff <i>Always</i> did everything they could to help my family member with his/her pain	n/a	54%	n/a	75%
I <i>Always</i> got the information about my family member from the nurse or aide as soon as I wanted	73%	38%	63%	64%
Nurses and aides <i>Always</i> explained things in a way that was easy to understand	91%	69%	79%	75%
My family member's room <i>Always</i> looked and smelled clean	83%	56%	67%	66%
Public areas of the care facility <i>Always</i> looked and smelled clean	67%	69%	66%	69%
I was happy with the care my family member received at the care facility	85%	88%	82%	84%
The quality of my family member's meals were <i>Very Good or Excellent</i>	n/a	50%	n/a	46%
The variety of my family member's meals were <i>Very Good or Excellent</i>	n/a	33%	n/a	43%
I was <i>Always</i> involved as much as I wanted to be in the decisions about my family member's care	67%	56%	55%	54%
My family member is involved in activities that meet the full potential of their current abilities and interests	45%	42%	75%	71%
Percentage of respondents that rated care at the care facility their family member lives as 10/10	54%	24%	43%	40%
I would <i>Definitely</i> recommend this care facility to others	67%	59%	69%	61%
I <i>Always</i> felt that there were enough nurses and aides in the care facility where my family member lives	15%	29%	25%	26%

Table B.5

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Indicator	Prairie Pioneer Lodge		Cypress Health Region	
	2011	2012	2011	2012
I <i>Always</i> found a nurse or aide when I wanted one	76%	76%	65%	63%
I <i>Always</i> saw the nurses and aides treat my family member with courtesy and respect	89%	73%	79%	81%
I <i>Always</i> saw the nurses and aides treat my family member with kindness	94%	77%	75%	77%
I <i>Always</i> felt that the nurses and aides really cared about my family member	72%	68%	68%	67%
My family member <i>Always</i> looked and smelled clean	61%	48%	58%	59%
My family member's pain was <i>Always</i> well-controlled	n/a	50%	n/a	51%
The facility staff <i>Always</i> did everything they could to help my family member with his/her pain	n/a	88%	n/a	75%
I <i>Always</i> got the information about my family member from the nurse or aide as soon as I wanted	75%	80%	63%	64%
Nurses and aides <i>Always</i> explained things in a way that was easy to understand	88%	75%	79%	75%
My family member's room <i>Always</i> looked and smelled clean	67%	50%	67%	66%
Public areas of the care facility <i>Always</i> looked and smelled clean	56%	65%	66%	69%
I was happy with the care my family member received at the care facility	82%	79%	82%	84%
The quality of my family member's meals were <i>Very Good or Excellent</i>	n/a	37%	n/a	46%
The variety of my family member's meals were <i>Very Good or Excellent</i>	n/a	45%	n/a	43%
I was <i>Always</i> involved as much as I wanted to be in the decisions about my family member's care	64%	63%	55%	54%
My family member is involved in activities that meet the full potential of their current abilities and interests	83%	68%	75%	71%
Percentage of respondents that rated care at the care facility their family member lives as 10/10	39%	33%	43%	40%
I would <i>Definitely</i> recommend this care facility to others	94%	62%	69%	61%
I <i>Always</i> felt that there were enough nurses and aides in the care facility where my family member lives	24%	30%	25%	26%

Table B.6

Indicator	Palliser Regional Care Centre		Cypress Health Region	
	2011	2012	2011	2012
I <i>Always</i> found a nurse or aide when I wanted one	56%	48%	65%	63%
I <i>Always</i> saw the nurses and aides treat my family member with courtesy and respect	70%	70%	79%	81%
I <i>Always</i> saw the nurses and aides treat my family member with kindness	66%	75%	75%	77%
I <i>Always</i> felt that the nurses and aides really cared about my family member	52%	58%	68%	67%
My family member <i>Always</i> looked and smelled clean	52%	48%	58%	59%
My family member's pain was <i>Always</i> well-controlled	n/a	42%	n/a	51%
The facility staff <i>Always</i> did everything they could to help my family member with his/her pain	n/a	57%	n/a	75%
I <i>Always</i> got the information about my family member from the nurse or aide as soon as I wanted	63%	46%	63%	64%
Nurses and aides <i>Always</i> explained things in a way that was easy to understand	82%	63%	79%	75%
My family member's room <i>Always</i> looked and smelled clean	42%	38%	67%	66%
Public areas of the care facility <i>Always</i> looked and smelled clean	52%	39%	66%	69%
I was happy with the care my family member received at the care facility	76%	72%	82%	84%
The quality of my family member's meals were <i>Very Good or Excellent</i>	n/a	19%	n/a	46%
The variety of my family member's meals were <i>Very Good or Excellent</i>	n/a	13%	n/a	43%
I was <i>Always</i> involved as much as I wanted to be in the decisions about my family member's care	26%	35%	55%	54%
My family member is involved in activities that meet the full potential of their current abilities and interests	67%	59%	75%	71%
Percentage of respondents that rated care at the care facility their family member lives as 10/10	33%	30%	43%	40%
I would <i>Definitely</i> recommend this care facility to others	57%	42%	69%	61%
I <i>Always</i> felt that there were enough nurses and aides in the care facility where my family member lives	24%	18%	25%	26%

Table B.7

71

Indicator	Mankota		Cypress Health Region	
	2011	2012	2011	2012
I <i>Always</i> found a nurse or aide when I wanted one	100%	67%	65%	63%
I <i>Always</i> saw the nurses and aides treat my family member with courtesy and respect	89%	89%	79%	81%
I <i>Always</i> saw the nurses and aides treat my family member with kindness	89%	67%	75%	77%
I <i>Always</i> felt that the nurses and aides really cared about my family member	89%	78%	68%	67%
My family member <i>Always</i> looked and smelled clean	67%	67%	58%	59%
My family member's pain was <i>Always</i> well-controlled	n/a	88%	n/a	51%
The facility staff <i>Always</i> did everything they could to help my family member with his/her pain	n/a	89%	n/a	75%
I <i>Always</i> got the information about my family member from the nurse or aide as soon as I wanted	83%	86%	63%	64%
Nurses and aides <i>Always</i> explained things in a way that was easy to understand	100%	86%	79%	75%
My family member's room <i>Always</i> looked and smelled clean	100%	89%	67%	66%
Public areas of the care facility <i>Always</i> looked and smelled clean	89%	100%	66%	69%
I was happy with the care my family member received at the care facility	100%	78%	82%	84%
The quality of my family member's meals were <i>Very Good or Excellent</i>	n/a	89%	n/a	46%
The variety of my family member's meals were <i>Very Good or Excellent</i>	n/a	66%	n/a	43%
I was <i>Always</i> involved as much as I wanted to be in the decisions about my family member's care	71%	57%	55%	54%
My family member is involved in activities that meet the full potential of their current abilities and interests	100%	75%	75%	71%
Percentage of respondents that rated care at the care facility their family member lives as 10/10	56%	78%	43%	40%
I would <i>Definitely</i> recommend this care facility to others	89%	89%	69%	61%
I <i>Always</i> felt that there were enough nurses and aides in the care facility where my family member lives	22%	56%	25%	26%

Table B.8

Indicator	Swift Current Care Centre		Cypress Health Region	
	2011	2012	2011	2012
I <i>Always</i> found a nurse or aide when I wanted one	63%	53%	65%	63%
I <i>Always</i> saw the nurses and aides treat my family member with courtesy and respect	65%	77%	79%	81%
I <i>Always</i> saw the nurses and aides treat my family member with kindness	64%	73%	75%	77%
I <i>Always</i> felt that the nurses and aides really cared about my family member	61%	59%	68%	67%
My family member <i>Always</i> looked and smelled clean	35%	64%	58%	59%
My family member's pain was <i>Always</i> well-controlled	n/a	37%	n/a	51%
The facility staff <i>Always</i> did everything they could to help my family member with his/her pain	n/a	67%	n/a	75%
I <i>Always</i> got the information about my family member from the nurse or aide as soon as I wanted	60%	53%	63%	64%
Nurses and aides <i>Always</i> explained things in a way that was easy to understand	65%	68%	79%	75%
My family member's room <i>Always</i> looked and smelled clean	30%	45%	67%	66%
Public areas of the care facility <i>Always</i> looked and smelled clean	35%	45%	66%	69%
I was happy with the care my family member received at the care facility	82%	73%	82%	84%
The quality of my family member's meals were <i>Very Good or Excellent</i>	n/a	23%	n/a	46%
The variety of my family member's meals were <i>Very Good or Excellent</i>	n/a	24%	n/a	43%
I was <i>Always</i> involved as much as I wanted to be in the decisions about my family member's care	59%	56%	55%	54%
My family member is involved in activities that meet the full potential of their current abilities and interests	64%	57%	75%	71%
Percentage of respondents that rated care at the care facility their family member lives as 10/10	22%	18%	43%	40%
I would <i>Definitely</i> recommend this care facility to others	55%	50%	69%	61%
I <i>Always</i> felt that there were enough nurses and aides in the care facility where my family member lives	13%	9%	25%	26%

Table B.9

Indicator	Shaunavon		Cypress Health Region	
	2011	2012	2011	2012
I <i>Always</i> found a nurse or aide when I wanted one	61%	70%	65%	63%
I <i>Always</i> saw the nurses and aides treat my family member with courtesy and respect	73%	87%	79%	81%
I <i>Always</i> saw the nurses and aides treat my family member with kindness	78%	87%	75%	77%
I <i>Always</i> felt that the nurses and aides really cared about my family member	82%	80%	68%	67%
My family member <i>Always</i> looked and smelled clean	57%	80%	58%	59%
My family member's pain was <i>Always</i> well-controlled	n/a	50%	n/a	51%
The facility staff <i>Always</i> did everything they could to help my family member with his/her pain	n/a	91%	n/a	75%
I <i>Always</i> got the information about my family member from the nurse or aide as soon as I wanted	60%	64%	63%	64%
Nurses and aides <i>Always</i> explained things in a way that was easy to understand	85%	93%	79%	75%
My family member's room <i>Always</i> looked and smelled clean	78%	93%	67%	66%
Public areas of the care facility <i>Always</i> looked and smelled clean	87%	87%	66%	69%
I was happy with the care my family member received at the care facility	83%	100%	82%	84%
The quality of my family member's meals were <i>Very Good or Excellent</i>	n/a	66%	n/a	46%
The variety of my family member's meals were <i>Very Good or Excellent</i>	n/a	66%	n/a	43%
I was <i>Always</i> involved as much as I wanted to be in the decisions about my family member's care	67%	71%	55%	54%
My family member is involved in activities that meet the full potential of their current abilities and interests	91%	64%	75%	71%
Percentage of respondents that rated care at the care facility their family member lives as 10/10	61%	33%	43%	40%
I would <i>Definitely</i> recommend this care facility to others	78%	67%	69%	61%
I <i>Always</i> felt that there were enough nurses and aides in the care facility where my family member lives	18%	14%	25%	26%

Table B.10

Indicator	Leader		Cypress Health Region	
	2011	2012	2011	2012
I <i>Always</i> found a nurse or aide when I wanted one	50%	71%	65%	63%
I <i>Always</i> saw the nurses and aides treat my family member with courtesy and respect	82%	89%	79%	81%
I <i>Always</i> saw the nurses and aides treat my family member with kindness	82%	89%	75%	77%
I <i>Always</i> felt that the nurses and aides really cared about my family member	73%	56%	68%	67%
My family member <i>Always</i> looked and smelled clean	64%	67%	58%	59%
My family member's pain was <i>Always</i> well-controlled	n/a	60%	n/a	51%
The facility staff <i>Always</i> did everything they could to help my family member with his/her pain	n/a	89%	n/a	75%
I <i>Always</i> got the information about my family member from the nurse or aide as soon as I wanted	50%	71%	63%	64%
Nurses and aides <i>Always</i> explained things in a way that was easy to understand	80%	71%	79%	75%
My family member's room <i>Always</i> looked and smelled clean	91%	78%	67%	66%
Public areas of the care facility <i>Always</i> looked and smelled clean	73%	78%	66%	69%
I was happy with the care my family member received at the care facility	82%	89%	82%	84%
The quality of my family member's meals were <i>Very Good or Excellent</i>	n/a	55%	n/a	46%
The variety of my family member's meals were <i>Very Good or Excellent</i>	n/a	67%	n/a	43%
I was <i>Always</i> involved as much as I wanted to be in the decisions about my family member's care	56%	43%	55%	54%
My family member is involved in activities that meet the full potential of their current abilities and interests	82%	100%	75%	71%
Percentage of respondents that rated care at the care facility their family member lives as 10/10	45%	13%	43%	40%
I would <i>Definitely</i> recommend this care facility to others	60%	88%	69%	61%
I <i>Always</i> felt that there were enough nurses and aides in the care facility where my family member lives	55%	38%	25%	26%

Table B.11

Indicator	Eastend		Cypress Health Region	
	2011	2012	2011	2012
I <i>Always</i> found a nurse or aide when I wanted one	71%	78%	65%	63%
I <i>Always</i> saw the nurses and aides treat my family member with courtesy and respect	88%	90%	79%	81%
I <i>Always</i> saw the nurses and aides treat my family member with kindness	75%	70%	75%	77%
I <i>Always</i> felt that the nurses and aides really cared about my family member	75%	50%	68%	67%
My family member <i>Always</i> looked and smelled clean	63%	80%	58%	59%
My family member's pain was <i>Always</i> well-controlled	n/a	75%	n/a	51%
The facility staff <i>Always</i> did everything they could to help my family member with his/her pain	n/a	89%	n/a	75%
I <i>Always</i> got the information about my family member from the nurse or aide as soon as I wanted	80%	67%	63%	64%
Nurses and aides <i>Always</i> explained things in a way that was easy to understand	100%	78%	79%	75%
My family member's room <i>Always</i> looked and smelled clean	100%	100%	67%	66%
Public areas of the care facility <i>Always</i> looked and smelled clean	100%	90%	66%	69%
I was happy with the care my family member received at the care facility	100%	100%	82%	84%
The quality of my family member's meals were <i>Very Good or Excellent</i>	n/a	40%	n/a	46%
The variety of my family member's meals were <i>Very Good or Excellent</i>	n/a	40%	n/a	43%
I was <i>Always</i> involved as much as I wanted to be in the decisions about my family member's care	-	43%	55%	54%
My family member is involved in activities that meet the full potential of their current abilities and interests	88%	83%	75%	71%
Percentage of respondents that rated care at the care facility their family member lives as 10/10	63%	70%	43%	40%
I would <i>Definitely</i> recommend this care facility to others	88%	100%	69%	61%
I <i>Always</i> felt that there were enough nurses and aides in the care facility where my family member lives	38%	20%	25%	26%